

SMR

SOCIAL & MARKET RESEARCH

**DVA TESTING
CUSTOMER SATISFACTION SURVEY
2008**



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EXECUTIVE SUMMARY

This report presents the findings from the Driver & Vehicle Agency's (DVA's) 2008 Customer Satisfaction Survey. A total of 11,800 customers were surveyed comprising 7,500 customers who had sat driving tests, and 4,300 customers who had presented a vehicle for testing. The survey achieved an overall response rate of 21%, with 19% of driver customers responding to the survey compared with 26% 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 92% overall. Satisfaction with booking arrangements for vehicle tests was 92%, compared with 94% for driver tests. Given the sample sizes, the Agency's target of 93% satisfaction for booking arrangements has not been achieved.

Satisfaction With Test Procedures

Overall satisfaction with test procedures was recorded at 94%. Satisfaction with test procedures among vehicle customers was 94%, with 90% 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 and Vehicle Licensing 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 larger surveys of customers conducted in 2006 (n=10,629) and 2007 (n=10,080). This current survey builds upon the previous surveys and is based on a sample of 11,800 customers (7,500 driver customers and 4,300 vehicle customers).

This report presents the findings from the 2008 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 11,800 DVA customers, with 7500 driver and 4,300 vehicle customers surveyed. Driver customers were oversampled because of a historically lower response rate from this group compared with vehicle customers. The sample was drawn from customers of the Agency between May and August 2008.

As was the case in previous years, sampled customers were sent a questionnaire along with a pre-paid return envelope. Customers from all of the Agency's test centres were included in the survey.

Approximately 287 customers were selected from each of the 15 centres which deal with vehicle tests, with approximately 536 customers selected from each of the 14 centres which deal with driver tests. Questionnaires were dispatched in three batches (May and June sample; July sample; and the August sample), with follow-up reminder / thank you letters sent two weeks after each mailing.

1.2 RESPONSE RATES AND SAMPLE PROFILE

Of the 11,800 customers surveyed, 2,530 returned their questionnaires by the survey cut-off date of 14 November 2008. This represents a response rate of 21%. In total, 1,425 driver questionnaires were returned, which equates to a response rate of 19%. Overall 1,105 vehicle test questionnaires were returned, which equates to a response rate of 26%. The table below shows the weighted sample profile by test centre.

	Driver	Vehicle
	%	%
Armagh	3.5	3.6
Ballymena	5.8	8.4
Belfast	21.2	9.4
Coleraine	6.6	7.3
Cookstown	7.1	7.2
Craigavon	8.0	6.2
Downpatrick	4.5	4.9
Enniskillen	3.2	4.9
Larne	8.9	5.1
Lisburn	5.8	6.0
Londonderry	8.1	6.7
Mallusk	-	7.3
Newry	5.8	7.1
Newtownards	7.4	11.7
Omagh	4.0	4.0
Base (Weighted)	1425	1105

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% (at the 95% level). The achieved sample is sufficiently reliable to allow an estimation of customer satisfaction levels at a margin of error of $\pm 2\%$ which is in 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	0.56	0.57
Ballymena	0.78	1.29
Belfast	4.03	1.49
Coleraine	0.78	1.04
Cookstown	1.05	1.23
Craigavon	1.07	0.93
Downpatrick	0.50	0.75
Enniskillen	0.44	0.63
Larne	1.21	0.76
Lisburn	0.81	0.98
Londonderry	1.18	1.06
Mallusk	-	1.35
Newry	0.92	1.40
Newtownards	1.08	1.23
Omagh	0.53	0.52

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 May and August 2008. The overall satisfaction rating was calculated on a base of 2,530 cases weighted for customer profile (driver and vehicle) and customer volumes by centre. Based on 2,530 cases, and a weighted satisfaction rating of 95%, the Confidence Interval is +/- 0.9%.

Table 1.4 Weights Applied to Calculate Overall Customer Satisfaction with Booking Arrangements and Test Procedures			
Driver Tests	Volume	Volume (%)	Weight
Armagh	827	0.3	0.08
Ballymena	1369	0.5	0.11
Belfast	5023	1.7	0.56
Coleraine	1559	0.5	0.11
Cookstown	1675	0.6	0.15
Craigavon	1905	0.6	0.15
Downpatrick	1078	0.4	0.07
Enniskillen	752	0.2	0.06
Larne	2114	0.7	0.17
Lisburn	1379	0.5	0.11
Londonderry	1917	0.6	0.16
Newry	1375	0.5	0.13
Newtownards	1766	0.6	0.15
Omagh	938	0.3	0.07
Vehicle Tests			
Vehicle Tests	Volume	Volume (%)	Weight
Armagh	10067	3.3	1.21
Ballymena	23274	7.7	2.72
Balmoral	26101	8.7	3.14
Coleraine	20290	6.7	2.19
Cookstown	20130	6.7	2.60
Craigavon	17296	5.7	1.97
Downpatrick	13566	4.5	1.58
Enniskillen	13698	4.6	1.34
Larne	14031	4.7	1.59
Lisburn	16723	5.6	2.07
Londonderry	18610	6.2	2.24
Mallusk	20313	6.8	2.85
Newry	19723	6.6	2.96
Newtownards	32314	10.7	2.59
Omagh	11055	3.7	1.09

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 (57%) of customers were female, with customers predominantly from the youngest age group (17-19, 45%). Just 3% of customers reported a disability and 20% had dependants. The proportion of customers describing their religious affiliation as Protestant is 43%, with 46% describing their religious affiliation as Catholic. The proportions of Unionists (21%) and Nationalists (22%) among driver customers is broadly similar. Finally, 95% of customers described their ethnicity as 'white', with 95% saying that English is their first language.

Table 1.5 Profile of Sample ¹		Driver (N=1425) %	Vehicle (N=1105) %
Sex	Male	42.7	66.5
	Female	57.3	33.5
Age	17-19	45.0	0.4
	20-24	24.1	3.8
	25-34	17.7	12.4
	35-50	10.1	31.8
	51-59	2.1	22.5
	60+	0.9	29.0
Disability	Yes	2.6	5.9
	No	97.4	94.1
Dependants	Yes	19.5	33.6
	No	80.5	66.4
Religion	Protestant	42.7	54.3
	Roman Catholic	45.6	36.6
	Other	4.4	2.0
	None	7.3	7.1
Political Affiliation	Nationalist	21.5	20.5
	Unionist	20.7	35.5
	Other	4.8	5.7
	Of No political persuasion	53.0	38.3
Ethnicity	White	95.3	98.3
	Chinese	0.2	0.1
	Irish Traveller	0.3	0.6
	Indian	1.1	0.3
	Pakistani	0.3	-
	Bangladeshi	0.3	-
	Black African	0.1	0.1
	Mixed Origin	-	-
	Other	2.2	0.5
English First Language?	Yes	95.0	98.2
	No	5.0	1.8

In contrast to driver customers, most vehicle customers were male (67%) and aged 35 or older (83%). Of these vehicle customers, 6% have a disability, with 34% having dependants. More than half (54%) described their religious affiliation as Protestant with 37% Catholic. Furthermore, 21% described their political affiliation as Nationalist and 36% as Unionist, with 98% 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, 81% passed with 19% failing the test. For the vehicle sample, 83% had passed their test, while 17% 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%.

¹ Note that Missing Data have been excluded

2 DRIVER CUSTOMERS

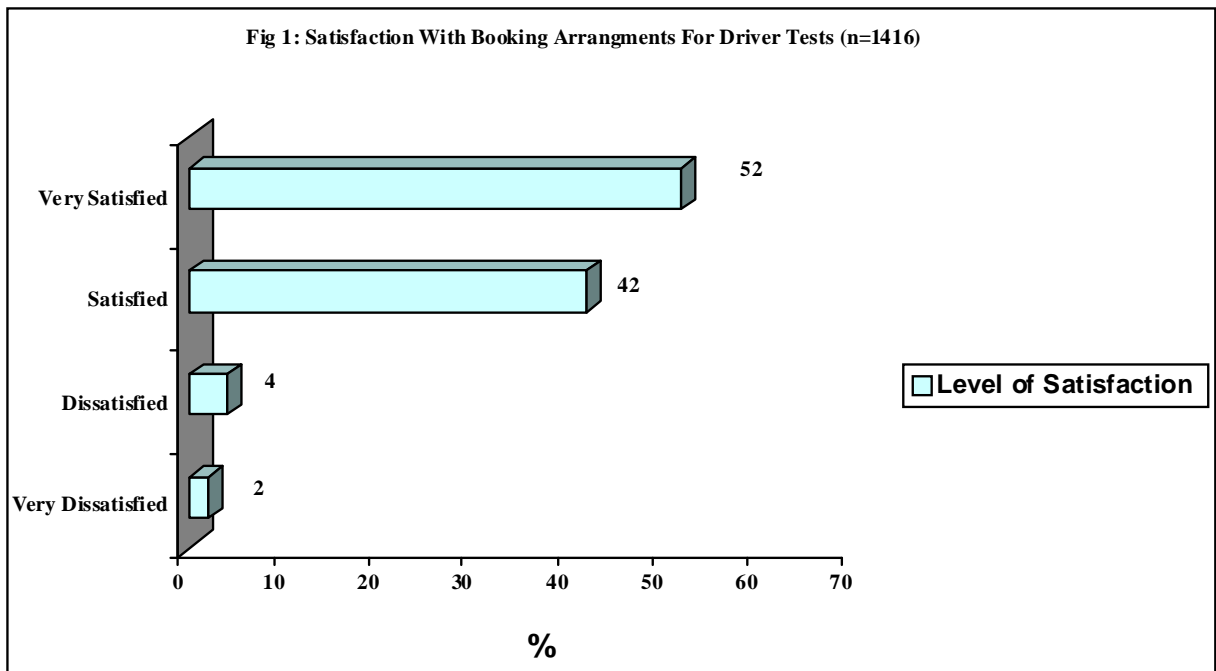
2.1 DRIVER TEST BOOKING PROCEDURES

Almost half (48%) of customers booked their driver test online, with 31% booking by telephone, 19% at a test centre and 3% by post.

Table 2.1 How did you book the test? (Base: 1420)	
	%
Online	48
By Telephone	31
At a Test Centre	19
By Post	3

2.2 SATISFACTION WITH BOOKING ARRANGEMENTS

Overall 94% of customers were satisfied with the booking arrangements for their driving test, with 6% dissatisfied.



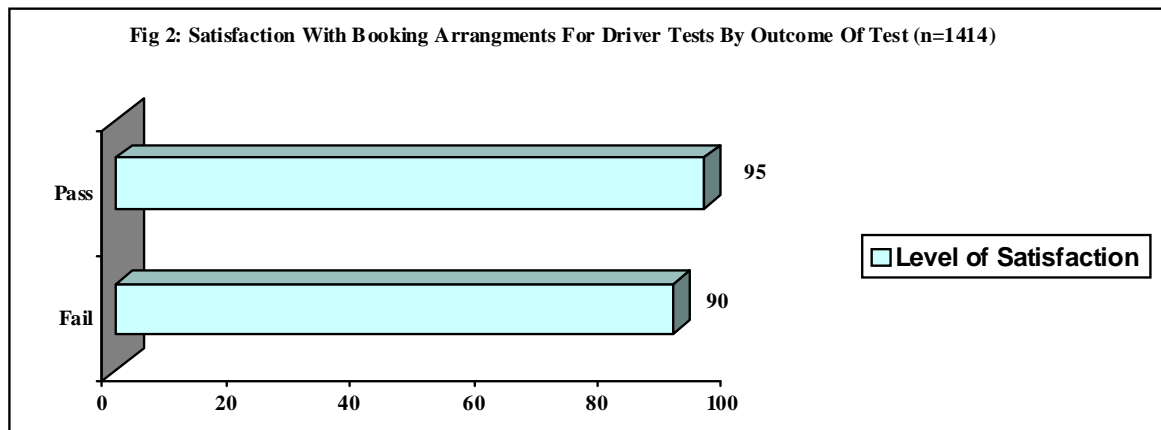
Among the 71 driver customers who indicated a reason for their dissatisfaction, 65% (n=47) said that waiting times to get a test are too long. A further five customers were dissatisfied with staff, four were dissatisfied because their test centre does not provide extended driver tests, and three were dissatisfied because they had found it difficult to book their tests online (Table 2.2).

Table 2.2 Reason For Dissatisfaction With DVA Booking Procedures

	N
Waiting Time Is Too Long	46
Staff Rude/ Unhelpful/ Could Not Understand The Person Talking	4
Centre Does Not Do Extended Driving Test So Had To Go To Belfast	4
Found It Quite Difficult To Book My Test Online	3
Did Not Get Word Via Post Had To Phone To Ask When My Date Was	2
Couldn't Get Any Dates I Wanted/ Available Slots	1
My Date Was Pending I Had To Wait For My Test Date In The Post	1
Hard To Book On Line/ Phone If You Have No Credit Card	1
No Written Confirmation Received	1
I Had To Re Book My Test After They Had Lost My First Application	1
Provisional License Issued In Eng. Had To Go To Office To Book Test	1
Different Numbers To Call Was On The Phone For Hours	1
Driver Number Didn't Exist	1
Lost Two Previous Date Bookings Because The Site Crashed Twice	1
Mistakes Were Made Regarding Passing My Theory Test	1
Was Charged Too Much	1
Unclear About Cancelling Test	1
TOTAL	71

2.2.1 SATISFACTION WITH BOOKING ARRANGEMENTS BY TEST OUTCOME

Analysis of customer satisfaction with booking arrangements by test outcome, found a *statistically significant difference*, with those who had passed their driving test recording a higher satisfaction level (95%) compared with those who had failed their driving test (90%).



2.2.2 SATISFACTION WITH BOOKING ARRANGEMENTS BY TEST CENTRE

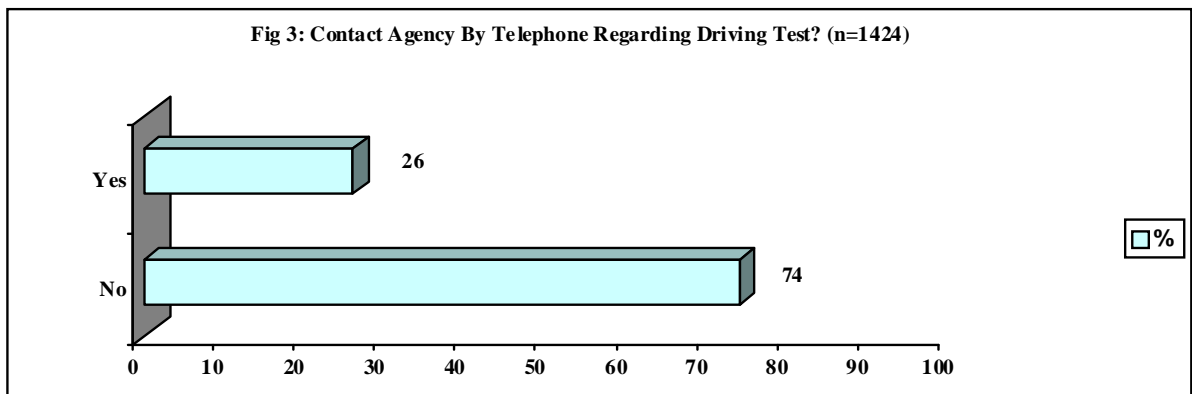
Analysis of customer satisfaction with booking arrangements by test centre found that the highest level of satisfaction (98%) was recorded by customers in Ballymena, Enniskillen and Omagh, whereas Craigavon customers recorded the lowest level (84%) of satisfaction with booking arrangements. The difference in satisfaction levels between test centres is *statistically significant*.

Table 2.3 Satisfaction With Booking Arrangements By Test Centre (n=1425)

	%
Ballymena	98
Enniskillen	98
Omagh	98
Cookstown	97
Armagh	96
Larne	96
Lisburn	96
Londonderry	96
Newry	96
Coleraine	95
Downpatrick	95
Newtownards	94
Belfast	92
Craigavon	84
All Centres	94

2.3 TELEPHONE CONTACT WITH THE AGENCY

Of driver customers, 26% had contacted the Agency by telephone regarding their driving test.



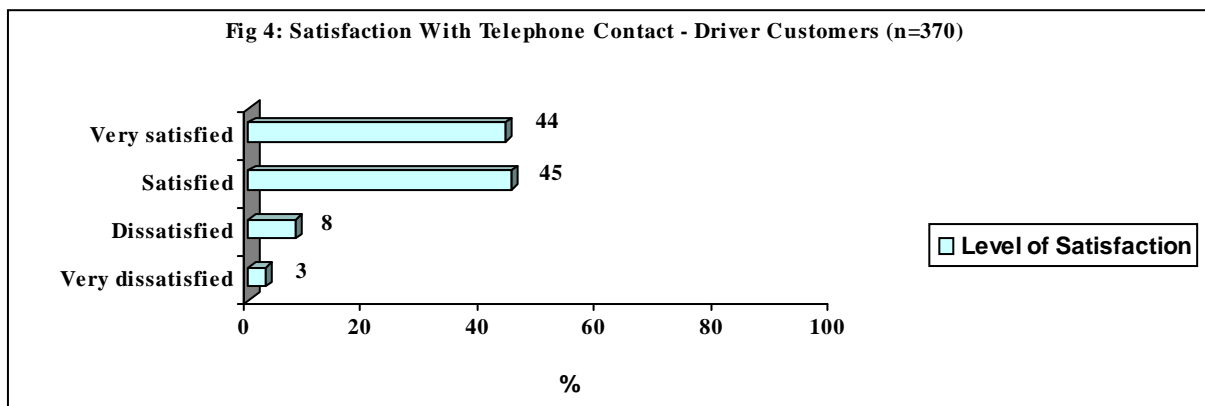
Of driver customers, 47% who had made telephone contact with the Agency had done so via their local test centre, with 40% telephoning the Agency's call centre, 11% had phoned DVA Headquarters with 6% contacting the DVA Enquiry Line.

	%
Test centre (Local Office)	47
Call centre (0845 247 2471)	40
DVA Headquarters (028 90 681 831)	11
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, 89% of driver customers who had telephone contact with the Agency were satisfied, with 44% 'very satisfied' and 45% 'satisfied'. The level of dissatisfaction was recorded at 11%, with 8% 'dissatisfied' and 3% 'very dissatisfied'.



2.3.2 REASONS FOR DISSATISFACTION WITH TELEPHONE CONTACT

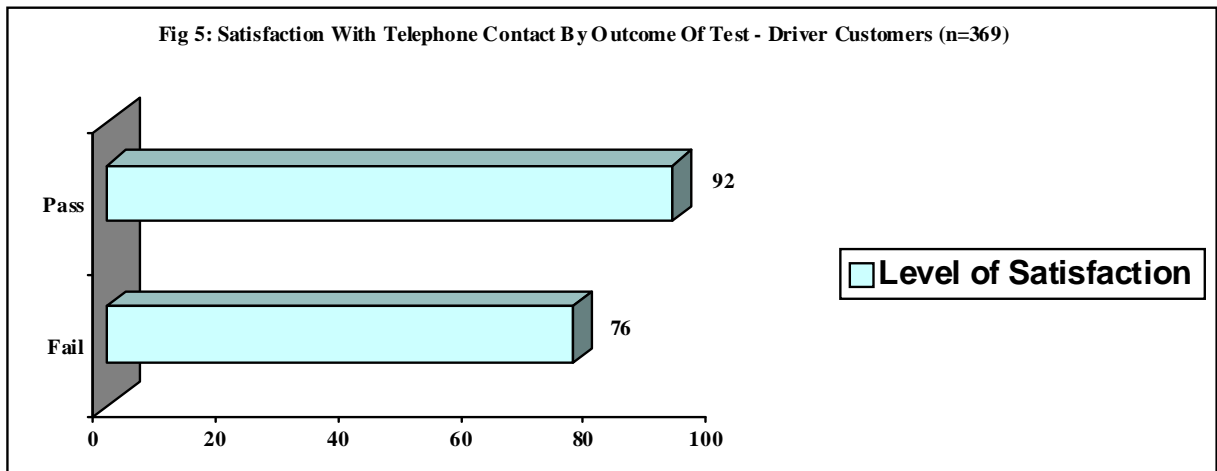
Of the 34 driver customers who cited a reason why they were dissatisfied with their telephone contact with the Agency, 13 were dissatisfied with staff. There were five customers who reported being told by the call centre operative to contact their local office, with the same number (n=5) saying that the Agency's call centre and online service listed different dates.

	N
No Help/Unfriendly/Rude	13
Call Centre Told Me To Contact Local Office	5
Call Centre & Internet Mentioned Different Dates	5
Phoned Lots Of Time For A Cancellation	4
A Member Of Staff Changed My Details Was Unable To Rebook My Test For A Week	4
Different Rules Between GB And NI	1
Waiting A Long Time To Be Taken	1
Confusion Over Saturday Slots Available	1
Couldn't Get Through	1
	34

² Multiple Response Question

2.3.3 SATISFACTION WITH TELEPHONE CONTACT BY OUTCOME OF TEST

A higher proportion of those who had passed their driving test were satisfied with telephone contact (92% vs. 76%). This difference is *statistically* significant.



2.3.4 SATISFACTION WITH TELEPHONE CONTACT BY TEST CENTRE

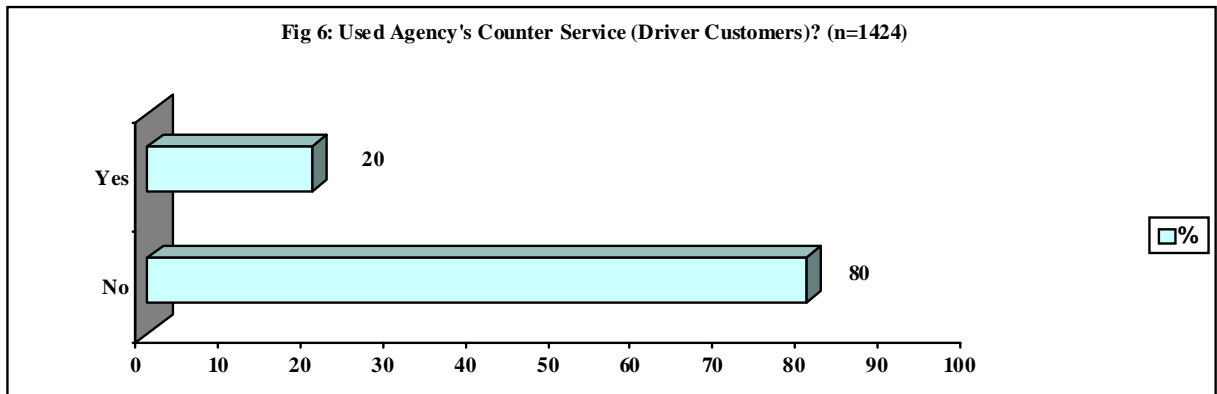
Analysis of customer satisfaction with telephone contact by test centre found that the highest level of satisfaction (100%) was recorded by customers in Cookstown, Omagh and Enniskillen, with the lowest level recorded by Belfast customers (81%). The difference in satisfaction levels is not *statistically* significant.

Table 2.6 Satisfaction With Telephone Contact By Test Centre (Driver Customers) (N=369)

Test Centre	%
Cookstown	100
Enniskillen	100
Omagh	100
Londonderry	96
Lisburn	94
Newry	93
Craigavon	92
Armagh	91
Coleraine	89
Downpatrick	89
Newtownards	89
Larne	88
Ballymena	86
Belfast	81
All Centres	89

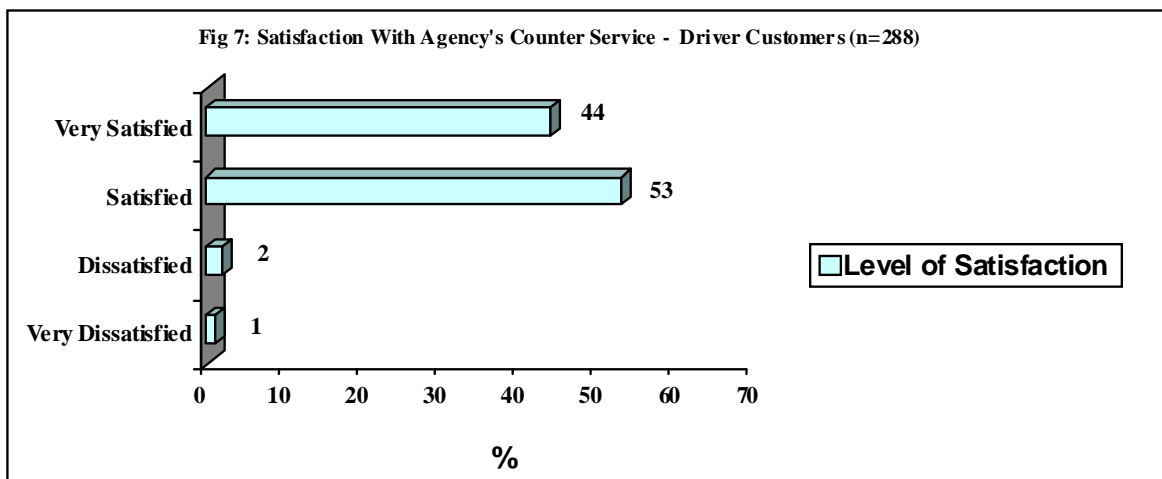
2.4 COUNTER SERVICE

Of driver customers, 20% had used the Agency's counter service.



2.4.1 SATISFACTION WITH THE AGENCY'S COUNTER SERVICE

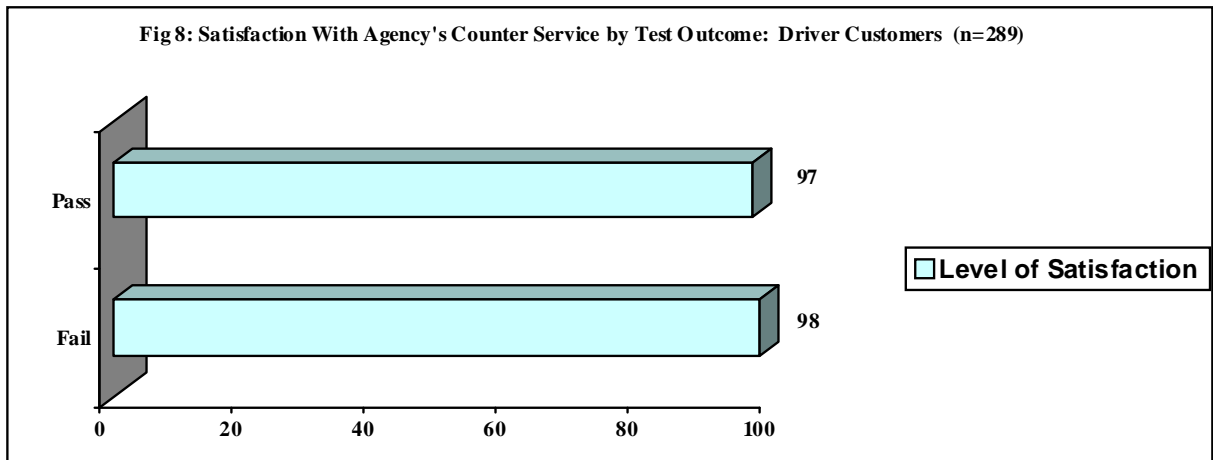
Satisfaction with the Agency's counter service was recorded at 97%, with 44% 'very satisfied' and 53% 'satisfied'. The level of dissatisfaction was found to be 3%, with 2% 'dissatisfied' and 1% 'very dissatisfied'.



Of the eight driver customers who listed a reason why they were dissatisfied with the Agency's counter service, three said the service was slow, two felt that staff were unprofessional, one said they had to wait a long time before being able to speak with someone, one said there was confusion over their booking and one felt that there were not enough counter staff.

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 (98%) in 2008.



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

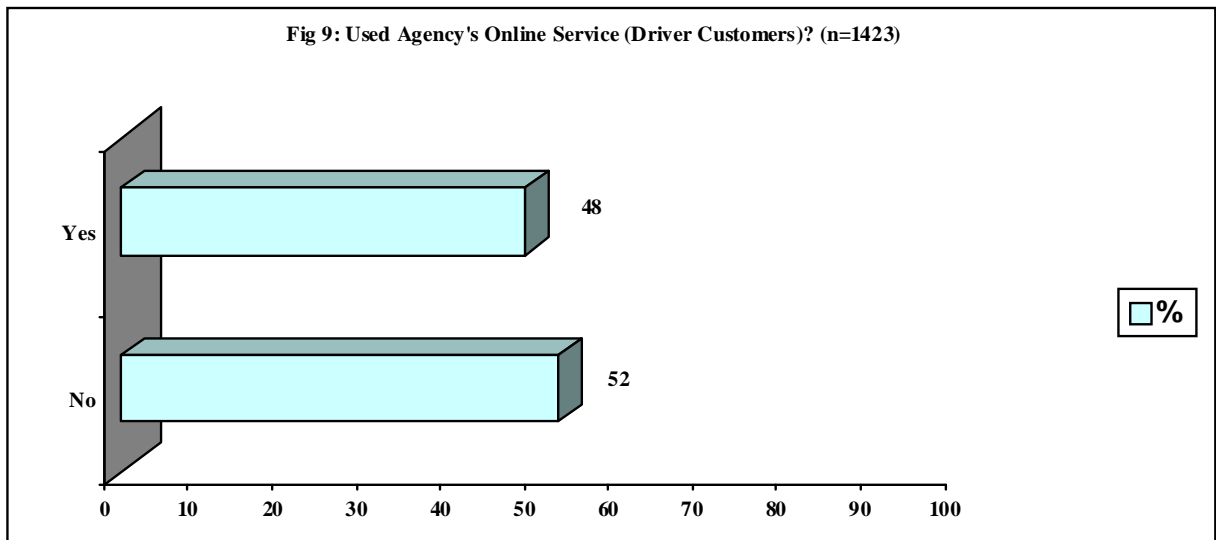
Analysis of customer satisfaction with the Agency's counter service by test centre, found that all customers were satisfied in Armagh, Belfast, Cookstown, Larne, Lisburn, Newry, Newtownards and Omagh. Customers in Craigavon, Coleraine and Ballymena, recorded the lowest level of satisfaction for counter service (91%).

Table 2.9 Satisfaction With Counter Service By Test Centre (Driver Customers) (n=288)

Test Centre	%
Armagh	100
Belfast	100
Cookstown	100
Larne	100
Lisburn	100
Newry	100
Newtownards	100
Omagh	100
Londonderry	97
Downpatrick	95
Enniskillen	93
Ballymena	91
Coleraine	91
Craigavon	91
All Centres	97

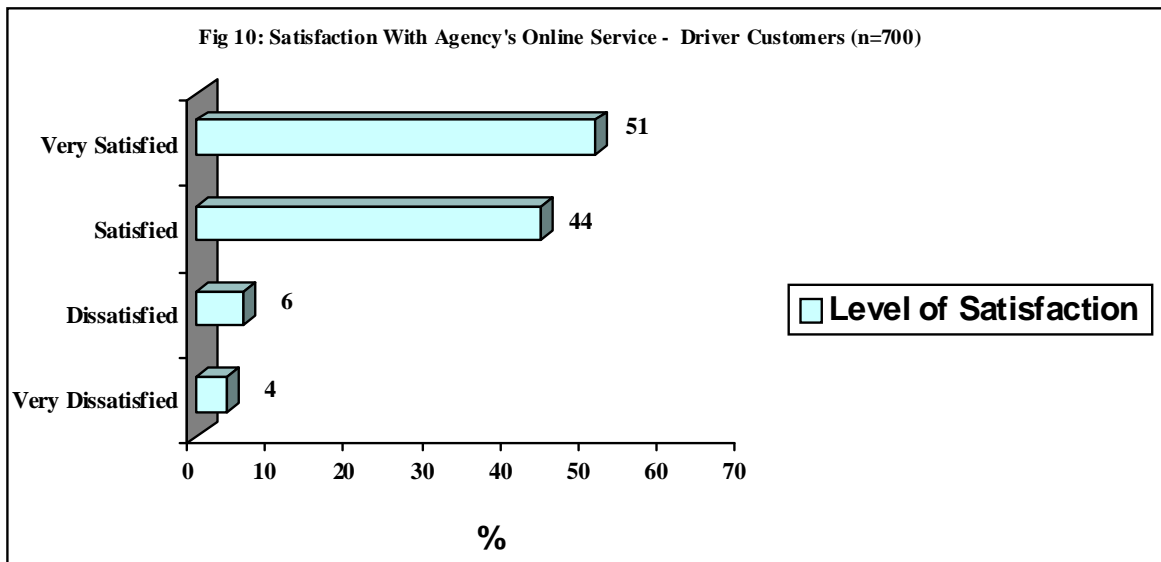
2.5 ONLINE SERVICE

The survey found that 48% of driver customers had used the online service in 2008. This is up 13 percentage points on the 2007 figure of 35%.



2.5.1 SATISFACTION WITH THE AGENCY'S ONLINE SERVICE

Satisfaction with the Agency's online service was recorded at 95%, with 51% 'very satisfied' and 44% 'satisfied'. The level of dissatisfaction was found to be 10%, with 6% 'dissatisfied' and 4% 'very dissatisfied'.



2.5.2 REASONS FOR DISSATISFACTION WITH THE AGENCY'S ONLINE SERVICE

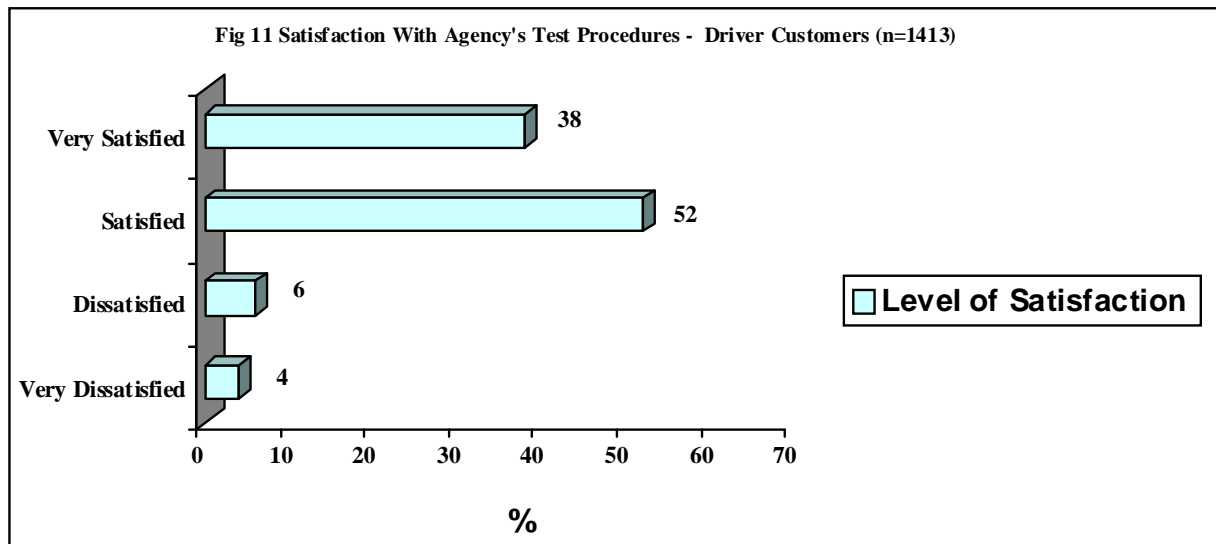
Among the 33 driver customers who provided reasons why they were dissatisfied with the Agency's online service, seven were dissatisfied with the length of time it took them to make the booking, with a further seven customers dissatisfied with the number of steps required to make the booking / website not user friendly.

Table 2.10 Reasons For Dissatisfaction With Agency's Online Service

	N
The Length Of Time	7
Too Many Steps Required/Website Not User Friendly	7
Failure To Recognise Theory Test Id	4
Was Unable To Book Online/Errors Occurred	3
Site Very Slow	3
Could Not Book The Test Online	2
Driving Licence Number Was Not Recognised	2
The Test Centre I Required Was Not On The List	1
Wouldn't Accept Payment Details	1
Could Not Book Extended Test On Line	1
Was Told My Test Had Been Booked When It Hadn't	1
Test Was Not Confirmed And Had To Phone To Get Confirmation	1
	33

2.6 SATISFACTION WITH DVA TEST PROCEDURES

Among driver customers, satisfaction with the Agency's test procedures was recorded at 90%, with 38% 'very satisfied' and 52% 'satisfied'. The level of dissatisfaction was recorded at 10%, with 6% 'dissatisfied' and 4% 'very dissatisfied'.



2.6.1 REASONS FOR DISSATISFACTION WITH AGENCY TEST PROCEDURES

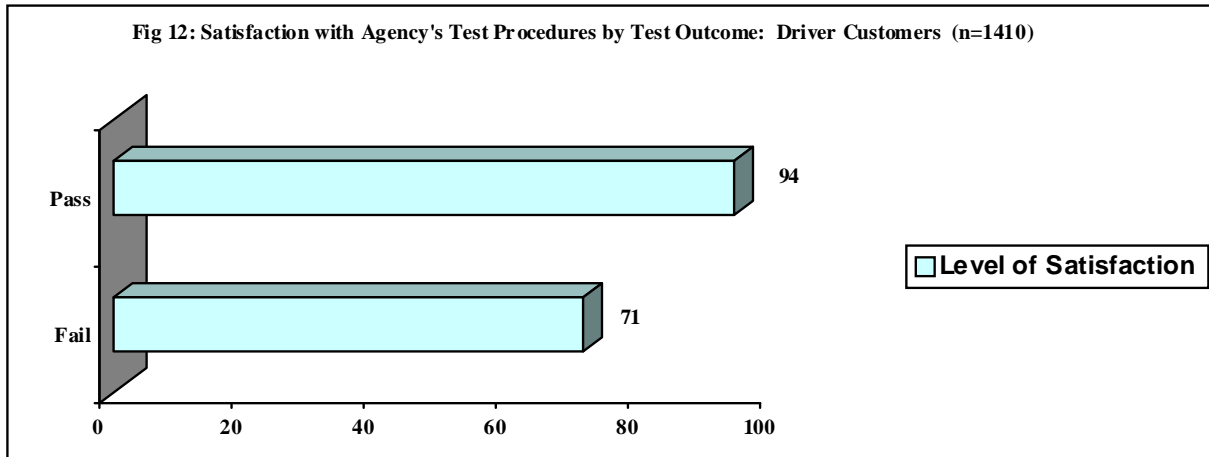
A total of 127 driver customers indicated a reason for their dissatisfaction with Agency test procedures, of whom 17% were dissatisfied with consistency with the test procedure and examiners. A further 11% said that they had failed on a minor error (Table 2.11).

Table 2.11 Reasons For Dissatisfaction With Agency Test Procedures (N=127) ³		
	%	N
No Consistency With The Test Procedure & Examiners	17	21
Was Failed On Minor Error	11	14
Examiners Are Very Unpleasant/Attitude/Arrogant	9	11
Expensive & Inconvenient	9	11
No Allowance For Nervous	7	9
Strict Examiners	6	8
Having Same Driving Instructor Two/Three Time	6	7
Instructor Very Rude/Unfairly Treated	5	7
Everyone Is Not Treated Equally	5	6
Instructors Don't Give You Any Confidence/Intimidating	4	5
Kept Out On Test For Nearly An Hour/45 Minutes	2	3
Many Of The Exercises Unnecessary	2	3
Examiner Needs To Be More Friendly/ Talk More	2	2
I Believe I Was Failed To Make More Money	2	2
No Way Judges Whether Or Not An Individual Is A Competent Driver	2	2
The Radio For Communicating Between The Tester & Myself Kept Cutting Out	2	2
I Made A Mistake Which I Don't Think I Should Have Failed	1	2
No Allowance For Weather Condition	1	1
Would Be Better If Examiners Took Time To Explain Where You Went Wrong	1	1
Couldn't Understand Examiner	1	1
Was Failed Because Of Other Drivers Mistakes	1	1
Took Me On A Test Route I Had Never Been On	1	1
I Suspected One Of The Examiners Was Failing Drivers Based On Religion	1	1
Having So Many Examiner - Do Things Differently	1	1
When I Arrived At Test Centre I Found It Had Been Cancelled	1	1
Test Cancelled Due To Fog Lost Days Pay	1	1
When Doing My Test I Had 2 Examiners 1 Examining Me The Other Examining Him	1	1
Tester Chatted Non Stop Throughout My Test Interfering With My Concentration	1	1
Examiner Did Not Speak Clearly	1	1
Not Allowed To Do My B1 Test As I Had Not Placed L Plates On The Trailer	1	1
Having Failed During Fixing The Trailer The Examiner Had Me Drive For An Hour	1	1
Not Aware Of My Disability Put Me Under More Pressure	1	1
Eye Test/Sight Test - Too Far\Away From Actual Distance	1	1
Disagreed With The Examiners Decision To Fail Me	1	1
Test Was Terminated Mid-Way As I Hit The Curb	1	1
English Is My Second Language And Felt Instructors Examined Me On My English	1	1
Felt Discriminated Because I Am Not From This Country	1	1

³ 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 satisfied⁴ (94%) 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 Enniskillen customers recorded the highest level of satisfaction (98%), whereas Craigavon customers recorded the lowest level (81%). These differences are statistically significant.

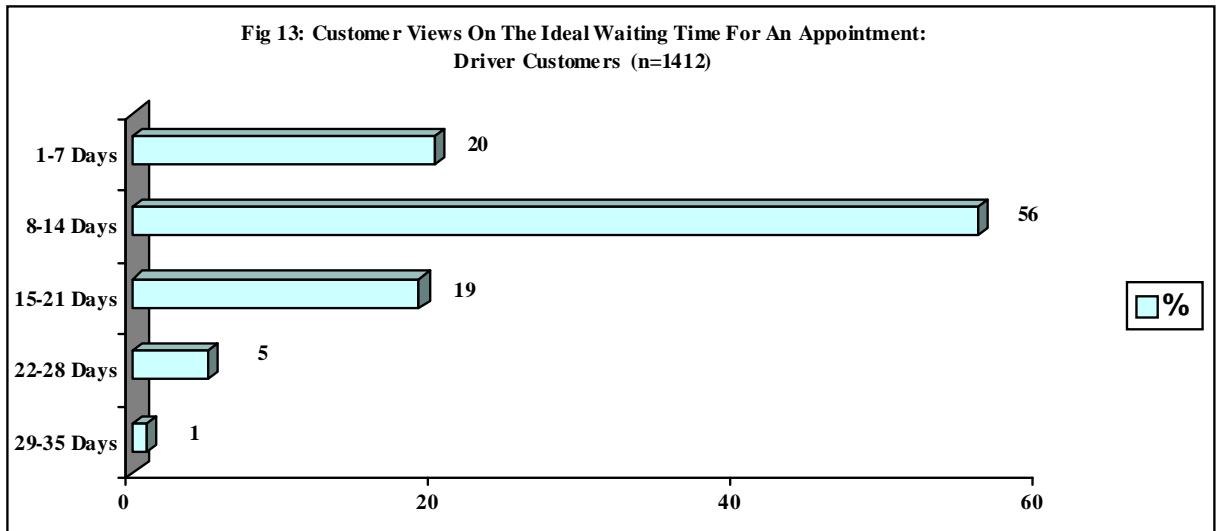
Table 2.12 Satisfaction With Test Procedures By Test Centre (Driver Customers) (n=1409)

Test Centre	%
Enniskillen	98
Newtownards	97
Omagh	95
Ballymena	94
Downpatrick	94
Coleraine	93
Lisburn	92
Newry	92
Armagh	89
Belfast	89
Cookstown	88
Larne	88
Londonderry	87
Craigavon	81
All Centres	90

⁴ Significant at the 95% level

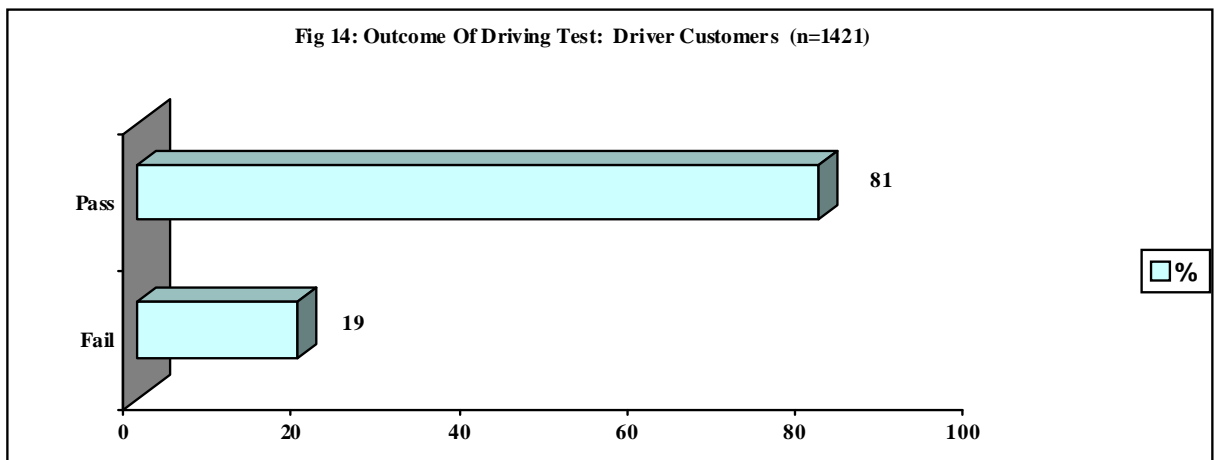
2.7 IDEAL WAITING TIME

Most driver customers (56%) felt that the ideal waiting time for a test appointment should be 8-14 days.



2.8 OUTCOME OF DRIVING TEST

On the most recent occasion that driver customers had sat a practical driving test, the majority (81%) had passed the test.



2.8.1 OUTCOME OF DRIVING TEST BY TEST CENTRE

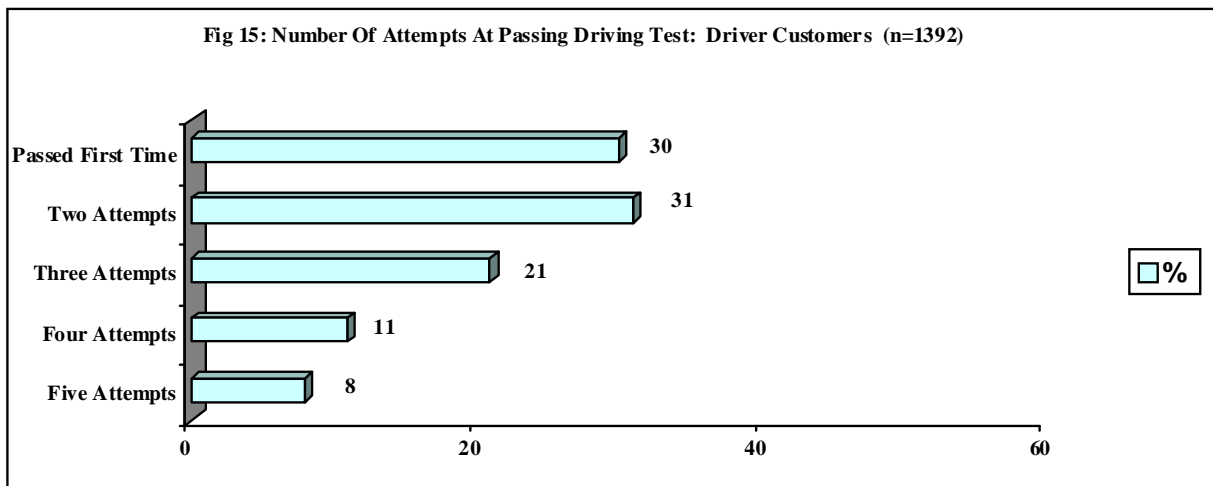
The highest pass rate was recorded by customers in Omagh (90%), with the lowest pass rate recorded by customers in Craigavon (64%).

Table 2.13 Outcome of Driving Test By Test Centre (Driver Customers) (n=1423)

	% Passing Driving Test
Omagh	90
Ballymena	89
Downpatrick	88
Newtownards	87
Cookstown	84
Enniskillen	84
Belfast	83
Lisburn	83
Coleraine	82
Londonderry	81
Newry	80
Larne	71
Armagh	70
Craigavon	64
All Centres	81

2.9 NUMBER OF ATTEMPTS AT PASSING DRIVING TEST

Finally among all driver customers in the survey, 30% indicated that they had passed their driving test at the first attempt, with 70% 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, there were a number of statistically significant differences, with a greater proportion of females satisfied (96%) compared with males (92%), and all customers aged 60+ satisfied compared with other age groups.

Greater proportions of those who described their religion as either Protestant (96%) or Roman Catholic (95%) were satisfied with booking arrangements compared with those who described their religion as 'other' (80%) and 'none' (82%).

A greater proportion of driver customers who described their ethnicity as 'white' were satisfied (95%) compared with customers from 'other ethnic groups'.

Finally, a greater proportion of customers with English as their first language (95%) were satisfied with booking arrangements compared with 82% of other customers.

Table 2.14 Satisfaction With Booking Arrangements By Equality Grouping

		Satisfaction With Booking Arrangements %
Sex***	Male	92
	Female	96
Age**	17-19	96
	20-24	92
	25-34	90
	35-50	97
	51-59	97
	60+	100
Disability	Yes	97
	No	94
Dependants	Yes	96
	No	94
Religion***	Protestant	96
	Roman Catholic	95
	Other	80
	None	82
Political Affiliation	Nationalist	94
	Unionist	95
	Other	89
	Of No political persuasion	94
Ethnicity***	White	95
	Other Ethnic Groups	85
English First Language***	Yes	95
	No	82

* 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

A greater proportion of customers with no dependants reported to be satisfied with telephone contact (91%) compared with customers with dependants (81%). Analysis of satisfaction levels with telephone contact by other equality groupings, found no *statistically significant differences*.

Table 2.15 Satisfaction With Telephone Contact By Equality Grouping

		Satisfaction With Telephone Contact %
Sex	Male	88
	Female	90
Age	17-19	90
	20-24	88
	25-34	81
	35-50	97
	51-59	89
	60+	100
Disability	Yes	96
	No	88
Dependants*	Yes	81
	No	91
Religion	Protestant	90
	Roman Catholic	89
	Other	83
	None	86
Political Affiliation	Nationalist	85
	Unionist	94
	Other	78
	Of No political persuasion	90
Ethnicity	White	89
	Other Ethnic Groups	82
English First Language	Yes	89
	No	79

* 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	98
	Female	96
Age	17-19	96
	20-24	97
	25-34	98
	35-50	100
	51-59	98
	60+	83
Disability	Yes	100
	No	97
Dependants	Yes	97
	No	96
Religion	Protestant	98
	Roman Catholic	95
	Other	100
	None	100
Political Affiliation	Nationalist	94
	Unionist	99
	Other	93
	Of No political persuasion	98
Ethnicity	White	97
	Other Ethnic Groups	100
English First Language	Yes	97
	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 some *statistically significant* differences in relation to a number of customer equality groupings. For example, a greater proportion of driver customers (91%) without dependants were satisfied compared with customers with dependants (85%).

A greater proportion of customers who described their ethnicity as 'white' reported to be satisfied (91%) with Agency test procedures compared with customers from 'other ethnic groups' (81%).

Finally, a greater proportion of customers with English as their first language were satisfied with Agency test procedures (91%) compared with customers who said English is not their first language (72%).

Table 2.17 Satisfaction With DVA Test Procedures By Equality Grouping

		Satisfaction With Agency Test Procedures %
Sex	Male	90
	Female	91
Age	17-19	92
	20-24	88
	25-34	87
	35-50	92
	51-59	93
	60+	85
Disability	Yes	86
	No	90
Dependants***	Yes	85
	No	91
Religion	Protestant	91
	Roman Catholic	90
	Other	86
	None	84
Political Affiliation	Nationalist	91
	Unionist	93
	Other	91
	Of No political persuasion	89
Ethnicity*	White	91
	Other Ethnic Groups	81
English First Language***	Yes	91
	No	72

* 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

Outcome of driving test was also analysed by equality grouping. The results show a number of *statistically significant* differences in outcome amongst those who responded to the survey: a greater proportion of males had passed their driving test (85%) compared with females (78%); a greater proportion of those aged 17-19 passed their test (88%) compared with other age groups; proportionately fewer customers with dependants (69%) had passed their test compared with customers with no dependants (84%); proportionately fewer (73%) respondents describing their religion as either 'other' or 'none' reported passing their test compared with Protestant (83%) and Roman Catholic customers (80%); and, a greater proportion of customers who described their ethnicity as 'white' had passed their test (81%) compared with customers from 'other ethnic groups' (67%).

Table 2.18 Equality Grouping by Outcome of Driving Test

		Passed Driving Test %
Sex**	Male	85
	Female	78
Age***	17-19	88
	20-24	77
	25-34	76
	35-50	68
	51-59	87
	60+	69
Disability	Yes	81
	No	81
Dependants***	Yes	69
	No	84
Religion*	Protestant	83
	Roman Catholic	80
	Other	73
	None	73
Political Affiliation	Nationalist	83
	Unionist	85
	Other	81
	Of No political persuasion	79
Ethnicity**	White	81
	Other Ethnic Groups	67
English First Language	Yes	81
	No	72

* Statistically Significant at the 95% level;

** Statistically Significant at the 99% level;

*** Statistically Significant at the 99% level;

3 VEHICLE CUSTOMERS

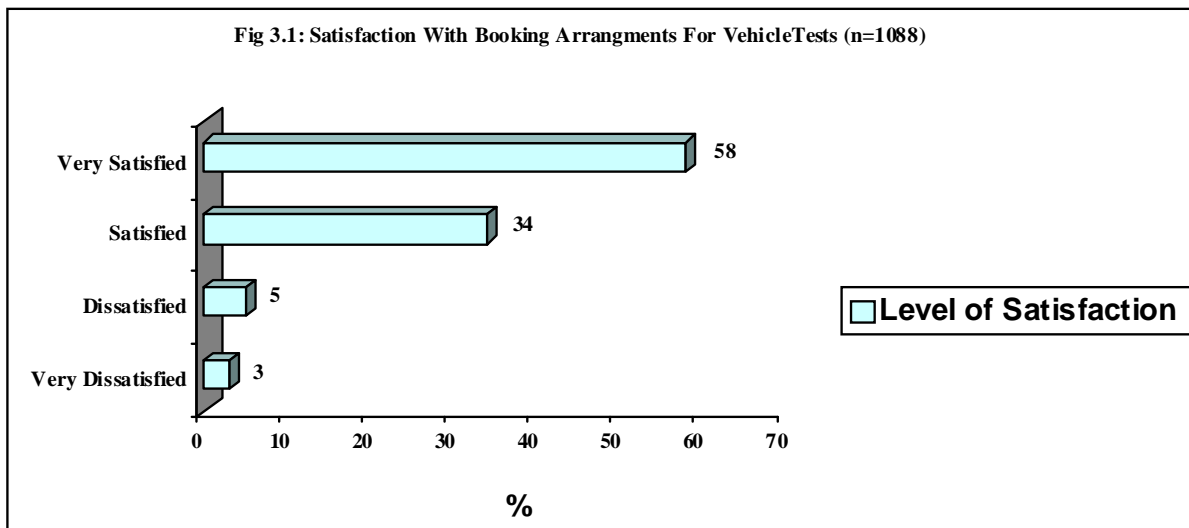
3.1 VEHICLE TEST BOOKING PROCEDURES

In just under half of cases (46%), vehicle tests had been booked by telephone, with 36% booked at a centre, 13% using the Agency's online service and 5% booked by post.

	%
By telephone	46
At a centre	36
Online	13
By post	5

3.2 SATISFACTION WITH BOOKING ARRANGEMENTS

Overall, 92% of customers were satisfied (58% 'very satisfied': 34% 'satisfied') with the booking arrangements for their vehicle test, with 8% dissatisfied (5% 'dissatisfied': 3% 'very dissatisfied').

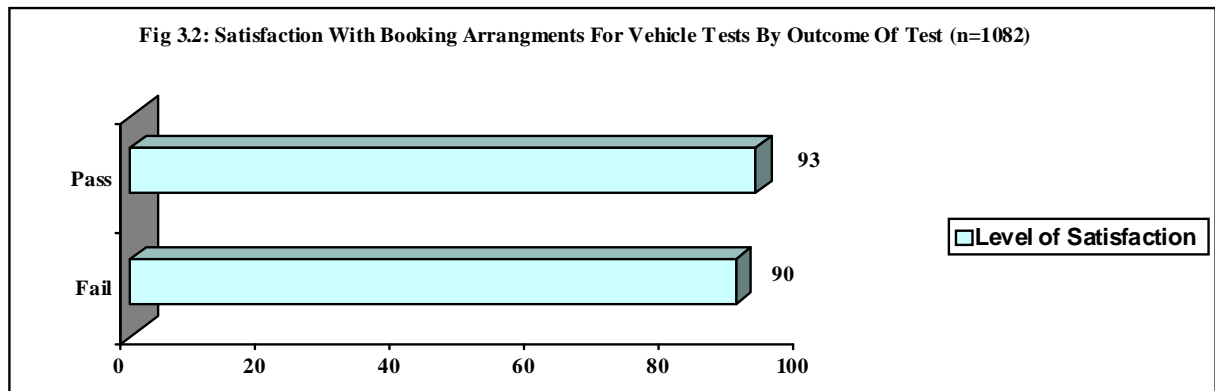


Among those vehicle customers who indicated a reason for their dissatisfaction, 88% cited waiting times to get a test date (Table 3.2).

	%	n
Long Time To Wait/Lack Of Availability/Waiting Time For	88	67
Staff Member Very Rude/Unhelpful	3	2
The Counter Closed Too Early/Not Enough Staff	1	1
Different Test Dates Online And In Call Centre	1	1
Don't See Why A 7.5 Ton Lorry Cannot Be Booked Via Telephone	1	1
Had To Travel From Bangor To Downpatrick	1	1
Wrong Time Was Given For Test	1	1
Phoned Twice To Get Confirmation Of My Appt In Writing	1	1
First Operator Said No Appointment. Phoned Back – Got An Appointment	1	1

3.2.1 SATISFACTION WITH BOOKING ARRANGEMENTS BY TEST OUTCOME

Analysis of customer satisfaction with booking arrangements by test outcome found no *statistically significant difference* in satisfaction level between those whose vehicle had passed the test (93%), compared with those whose vehicle had failed the test (90%).



3.2.2 SATISFACTION WITH BOOKING ARRANGEMENTS BY TEST CENTRE

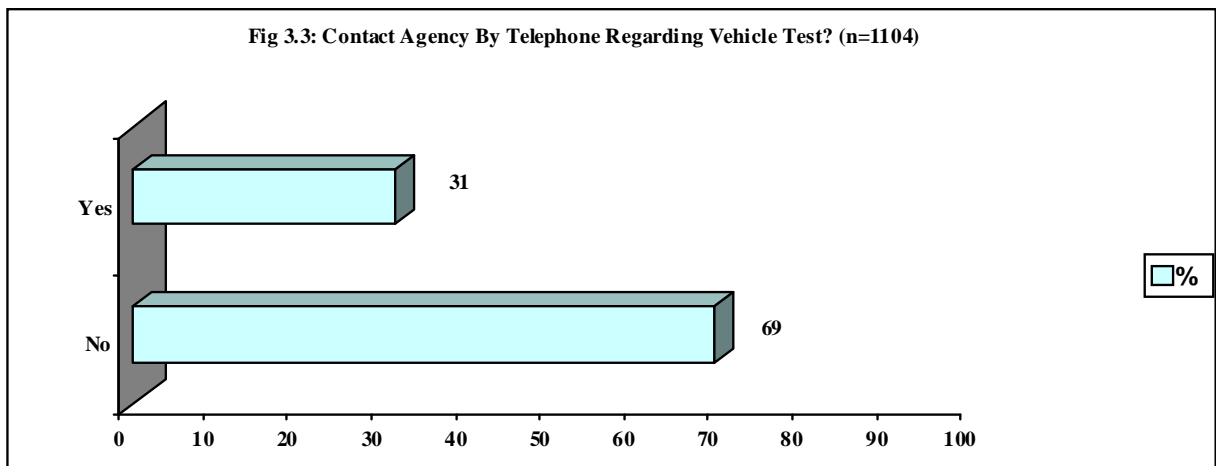
Analysis of customer satisfaction with booking arrangements by test centre found that Armagh recorded the highest level of satisfaction (97%), whereas Belfast recorded the lowest level (81%). Note that the differences in satisfaction levels with booking arrangements are *statistically significant*.

Table 3.3 Satisfaction With Booking Arrangements By Test Centre (n=1088)

	%
Armagh	97
Lisburn	96
Omagh	96
Enniskillen	95
Mallusk	95
Ballymena	94
Coleraine	94
Cookstown	94
Craigavon	94
Downpatrick	94
Londonderry	93
Newry	92
Larne	89
Newtownards	88
Belfast	81
All Centres	92

3.3 TELEPHONE CONTACT WITH THE AGENCY

Just under one third (31%) of vehicle customers had contacted the Agency by telephone regarding their vehicle test.

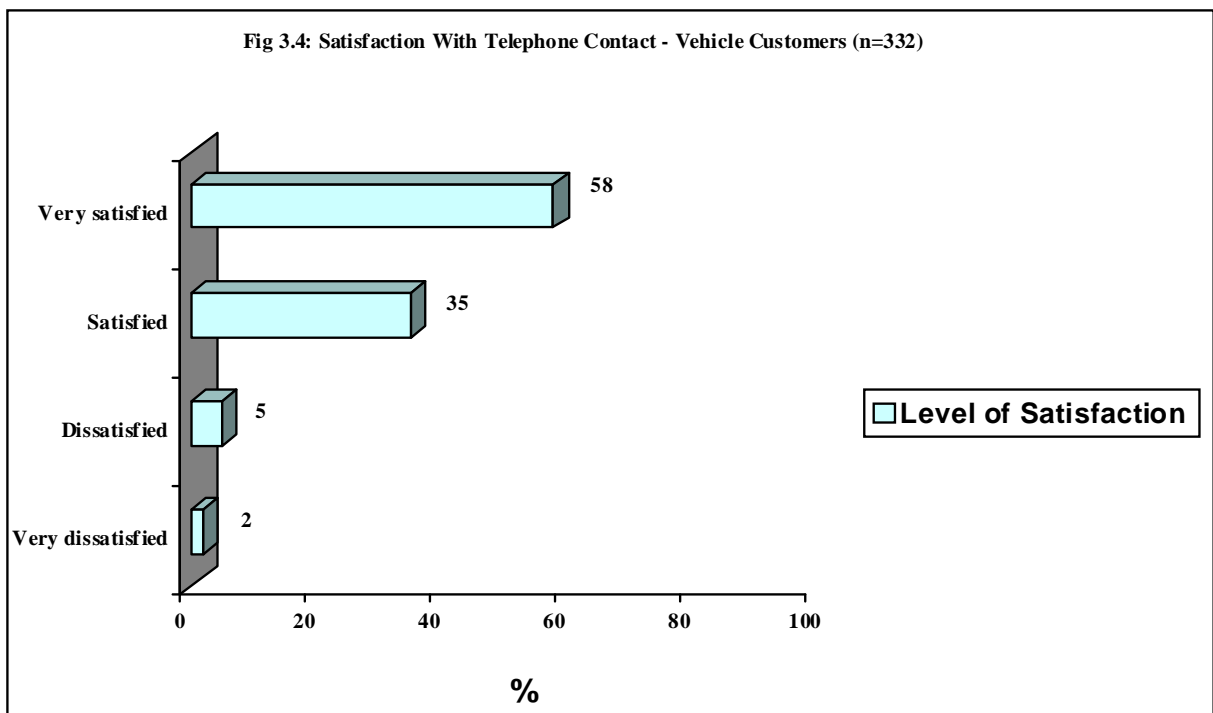


Among those vehicle customers who had made telephone contact with the Agency, 44% had called the Agency’s call centre, with 41% telephoning a local vehicle test centre (Table 3.4).

	%
Call centre (0845 247 2471)	44
Test centre (Local Office)	41
DVA Headquarters (028 90 681 831)	9
DVA Enquiry Line (0845 601 4094)	5
Other	2

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

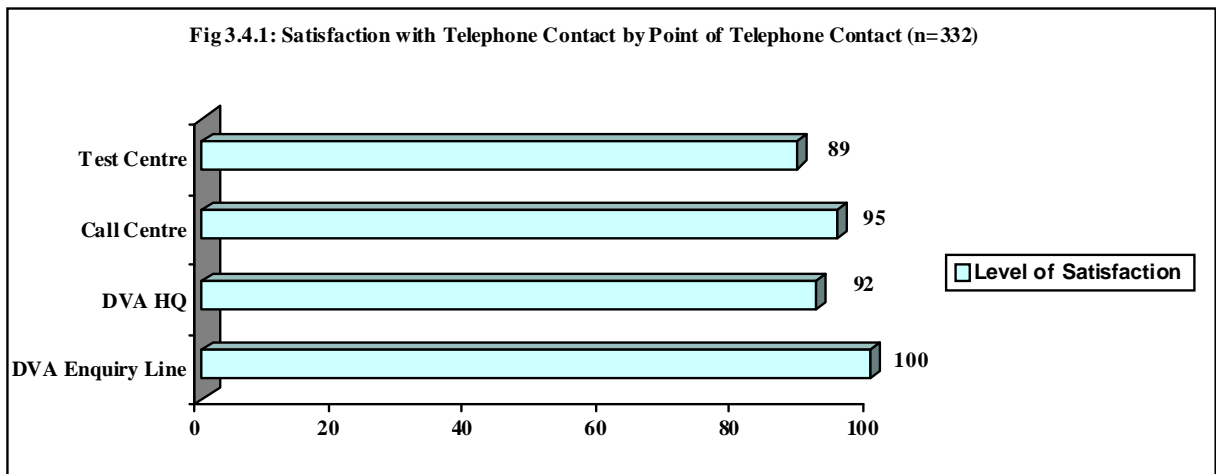
Of the 21 vehicle customers who cited a reason why they were dissatisfied with telephone contact with the Agency, nine customers said they had to wait too long to speak to someone or get the telephone answered, with five commenting on staff being rude or unhelpful.

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

	n
Took Too Long To Get To Speak To Someone/Answering The Telephone	9
Staff Rude/Unhelpful	5
Long Time To Wait/Trying To Get An Earlier Appointment/Unable To Get A Cancellation	4
Was Given The Wrong Information Regarding A V5 Replacement	1
Supposed To Call Me Back - Didn't	1
Confusion Over Appointment	1

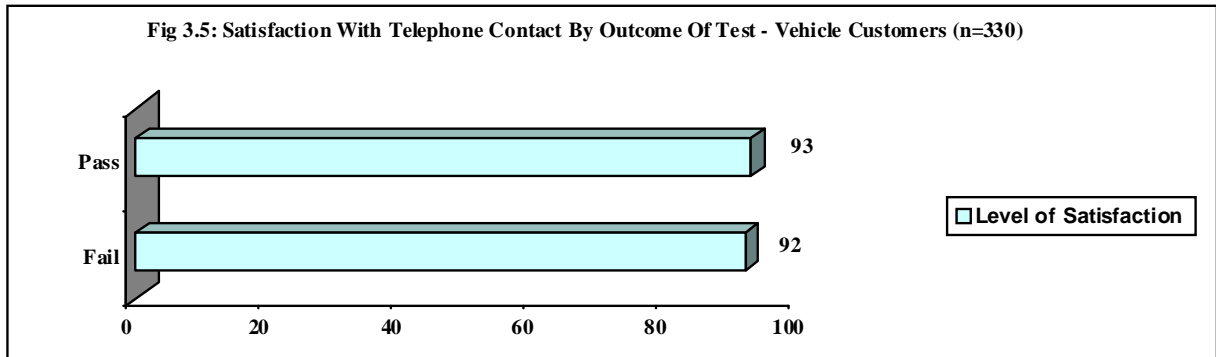
3.3.3 SATISFACTION WITH TELEPHONE CONTACT BY POINT OF CONTACT

Figure 3.4.1 shows that all customers who telephoned the DVA Enquiry Line were satisfied with their telephone contact, with 92% satisfied with their telephone contact to DVA Headquarters, 95% with the DVA call centre and 89% with their local test centre. It should be noted that the figures for DVA Headquarters are based on 26 cases with figures for the DVA Enquiry Line based on 16 cases.



3.3.4 SATISFACTION WITH TELEPHONE CONTACT BY OUTCOME OF TEST

There was *no statistically significant difference* in satisfaction levels with telephone contact between customers whose vehicle had passed the vehicle test (93%) and those whose vehicle had failed the test (92%).



3.3.5 SATISFACTION WITH TELEPHONE CONTACT BY LOCAL OFFICE

Satisfaction with telephone contact to local offices was recorded at 100% by customers in Armagh, Coleraine, Downpatrick, Larne, Lisburn, Londonderry and Omagh. Note that the differences in satisfaction levels between centres are *not statistically significant*⁵.

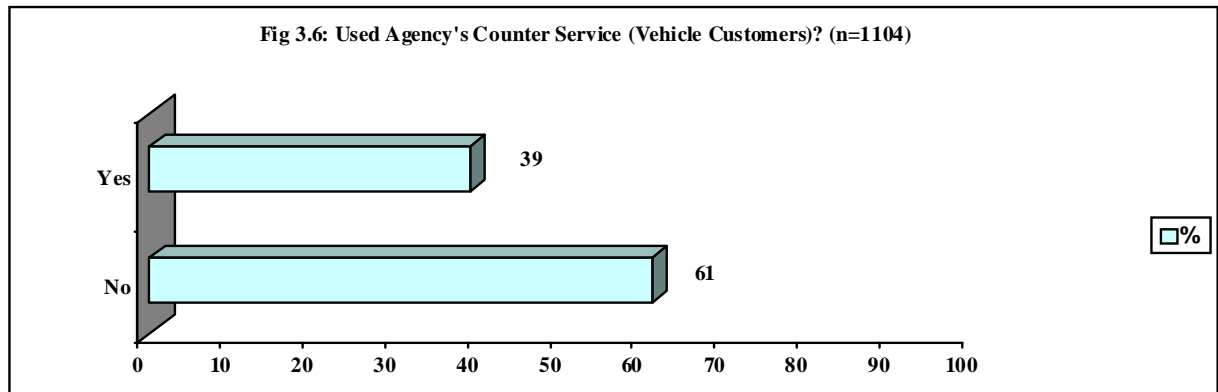
Table 3.7 Satisfaction With Telephone Contact By Test Centre (Vehicle Customers Who Had Phoned Their Local Office) (n=151) (NB: This analysis is restricted to only those who contacted their local office).

	%
Armagh	100
Coleraine	100
Downpatrick	100
Larne	100
Lisburn	100
Londonderry	100
Omagh	100
Mallusk	92
Belfast	90
Craigavon	89
Newry	88
Cookstown	85
Ballymena	83
Enniskillen	80
Newtownards	69
All Centres	89

⁵ 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.

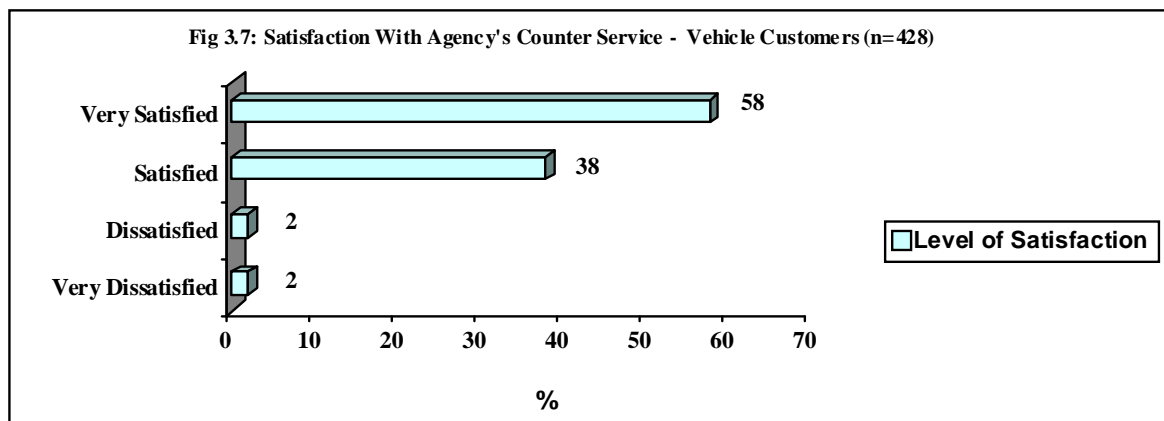
3.4 COUNTER SERVICE

Of vehicle customers, 39% 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 58% 'very satisfied' and 38% 'satisfied'. The level of dissatisfaction was found to be 4%, with 2% 'dissatisfied' and 2% 'very dissatisfied'.



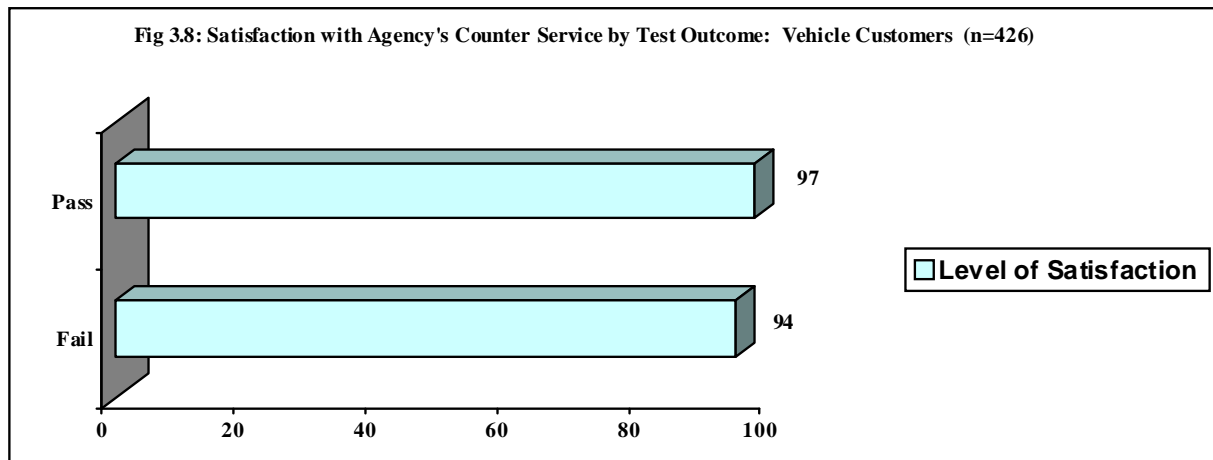
Of the nine vehicle customers who listed a reason why they were dissatisfied with the Agency's counter service, five commented on rude or unhelpful staff, three were dissatisfied with having to wait too long for the site or site pages to open, and one said that a requested date could not be accommodated.

Table 3.8 Reasons For Dissatisfaction With Agency's Online Service

	N
Rude / Unhelpful Staff	5
Had to Wait Too Long for Site / Pages to Open	3
Requested Date Could Not Be Accommodated	1
	9

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 (97%), and those whose vehicle had failed the test (94%).



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

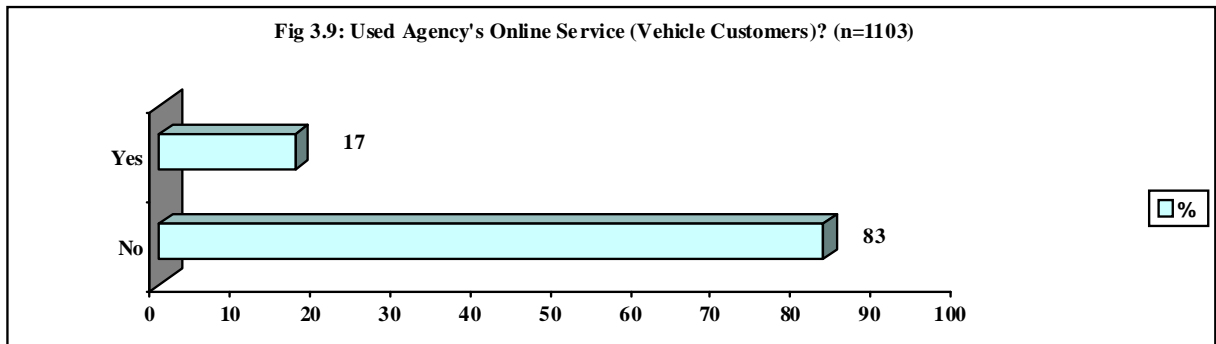
Analysis of customer satisfaction with the Agency's counter service by test centre, found that all customers were satisfied in Downpatrick, Enniskillen, Lisburn, Londonderry and Omagh. Larne customers recorded the lowest level of satisfaction for counter service (88%), however, differences between centres are *not statistically significant*.

Table 3.9 Satisfaction With Counter Service By Test Centre (Vehicle Customers) (n=428)

Test Centre	%
Downpatrick	100
Enniskillen	100
Lisburn	100
Londonderry	100
Omagh	100
Ballymena	98
Belfast	97
Newry	97
Newtownards	97
Craigavon	96
Mallusk	96
Armagh	95
Coleraine	93
Cookstown	91
Larne	88
All Centres	96

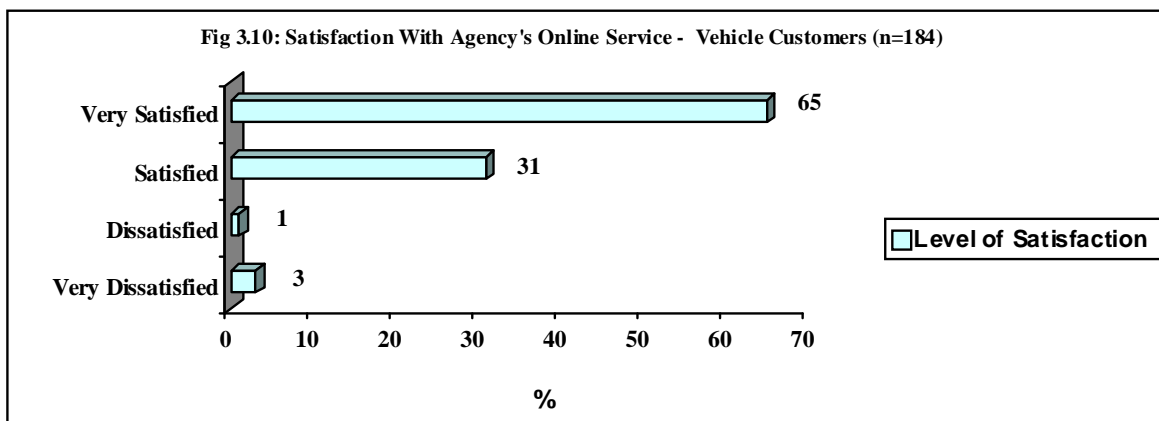
3.5 ONLINE SERVICE

The survey found that 17% of vehicle customers had used the Agency's online service.



3.5.1 SATISFACTION WITH THE AGENCY'S COUNTER SERVICE

Satisfaction with the Agency's online service was recorded at 96%, with 65% 'very satisfied' and 31% 'satisfied'. The level of dissatisfaction was found to be 4%, with 1% 'dissatisfied' and 3% 'very dissatisfied'.



3.5.2 REASONS FOR DISSATISFACTION WITH THE AGENCY'S ONLINE SERVICE

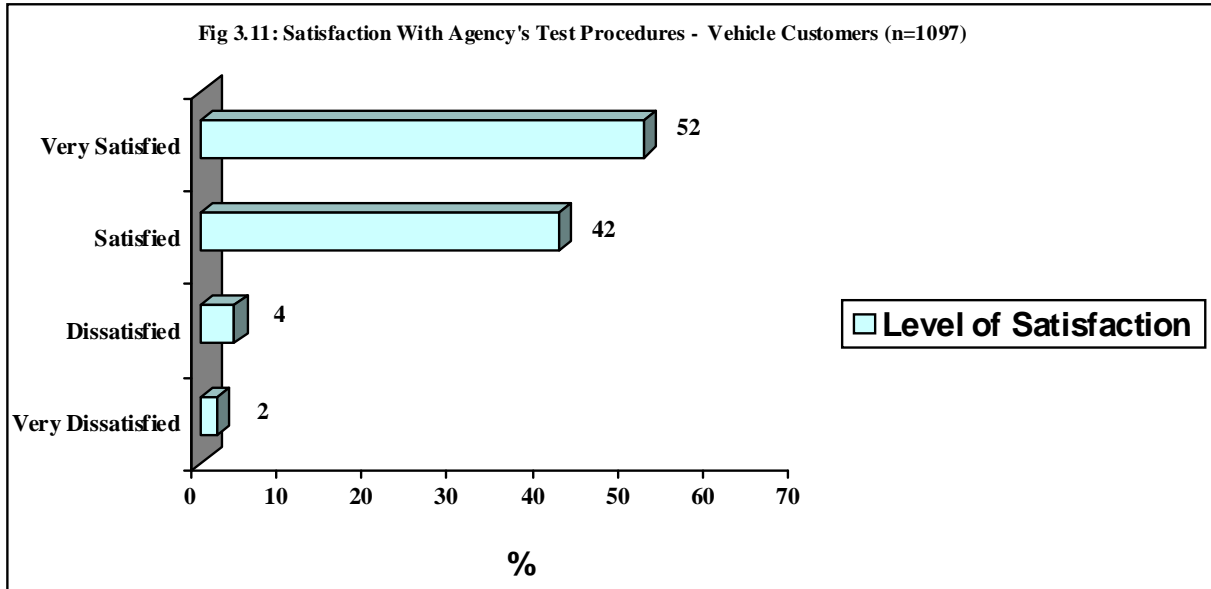
Among the eight vehicle customers who provided reasons why they were dissatisfied with the Agency's online service, six reported errors when booking, one had to queue while a window opened with one saying there is a limitation on how far in advance you can book a test.

Table 3.10 Reasons For Dissatisfaction With Agency's Online Service

Errors Occurring During Booking	N
Had To Queue For Quite A While With Only One Window Open	6
Limited to How Far In Advance You Can Book	1
	1
	8

3.6 SATISFACTION WITH DVA TEST PROCEDURES

Among vehicle customers, satisfaction with the Agency's procedures was recorded at 94%, with 52% 'very satisfied' and 42% 'satisfied'. The level of dissatisfaction was recorded at 6%, with 4% 'dissatisfied' and 2% 'very dissatisfied'.



3.6.1 REASONS FOR DISSATISFACTION WITH AGENCY TEST PROCEDURES

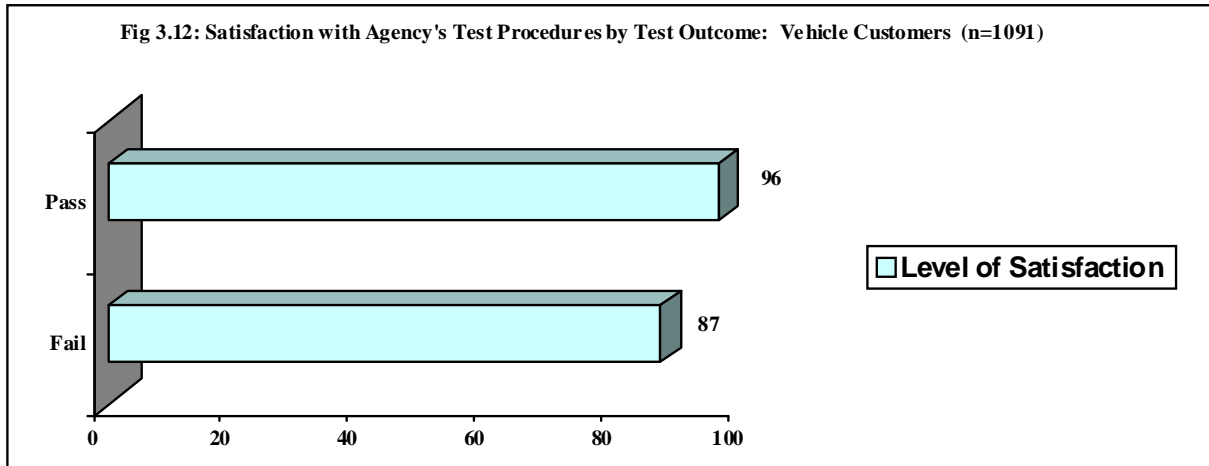
A total of 62 customers indicated a reason for their dissatisfaction with Agency test procedures, of whom 20 were dissatisfied with staff.

Table 3.11 Reasons For Dissatisfaction With Agency Test Procedures (n=62)

Reason	N
Staff Very Rude/Attitude	20
Failed On Minor Faults	8
Inconstancy/One DVA Tester Passes Next Time A Different DVA Testers Fails	6
Rough On Car	5
Kept Me Waiting A Long Time At Test Centre For My Test	4
Why Does The Agency Have To Test The Vehicle	2
Should Be A Quick Re-Test For Minor Problems	2
Don't Know Enough About Motorcycles/Range Rovers	2
Should Have Same Test As England	2
Too Much Emphasis Is Placed On Number Plate Size And Not Safety Of The Motorcycle	1
The Cost /A Re Test	1
Too High Standards	1
Couldn't Book PSV Over Telephone	1
Should Allow More For Older Cars	1
All About Money	1
Not Clear On What Documents To Bring With You	1
Examiner Had Little Experience	1
They Should Be More Specific On What Your Car Failed On	1
Mechanic Did Know Much About Cars#	1
Time Scale	1

3.6.2 SATISFACTION WITH TEST PROCEDURES BY OUTCOME OF TEST

A greater proportion of customers whose vehicle had passed the vehicle test (96%) were satisfied⁶ 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, Coleraine and Lisburn vehicle customers recorded the highest level of satisfaction (99%) whereas customers in Craigavon recorded the lowest level (87%). Note that the difference in satisfaction levels between centres is *statistically significant*.

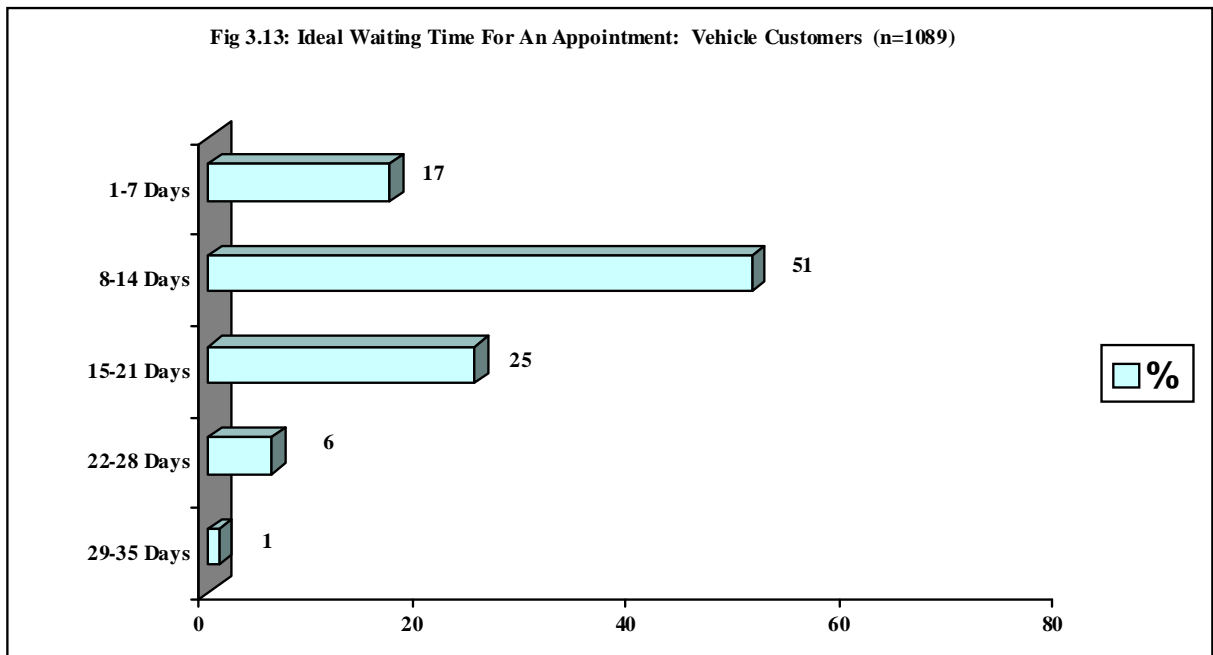
Table 3.12 Satisfaction With Test Procedures By Test Centre (Vehicle Customers) (n=1100)

Test Centre	%
Ballymena	99
Coleraine	99
Lisburn	99
Londonderry	97
Belfast	96
Downpatrick	96
Newry	96
Omagh	96
Armagh	95
Mallusk	95
Enniskillen	94
Cookstown	91
Newtownards	89
Larne	88
Craigavon	87
All Centres	94

⁶ Statistically Significant at the 95% level

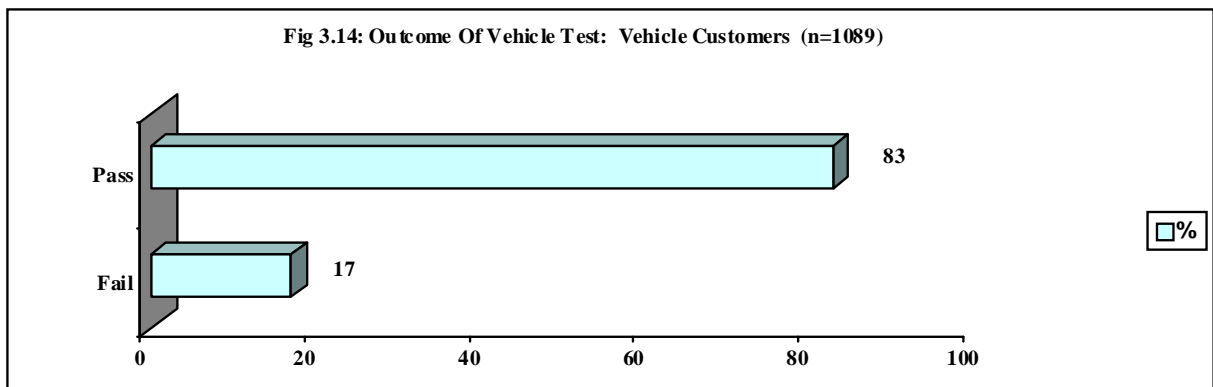
3.7 IDEAL WAITING TIME

Most vehicle customers (51%) feel that the ideal waiting time for a test appointment is between 8 and 14 days.



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 83% of cases.



3.8.1 OUTCOME OF VEHICLE TEST BY TEST CENTRE

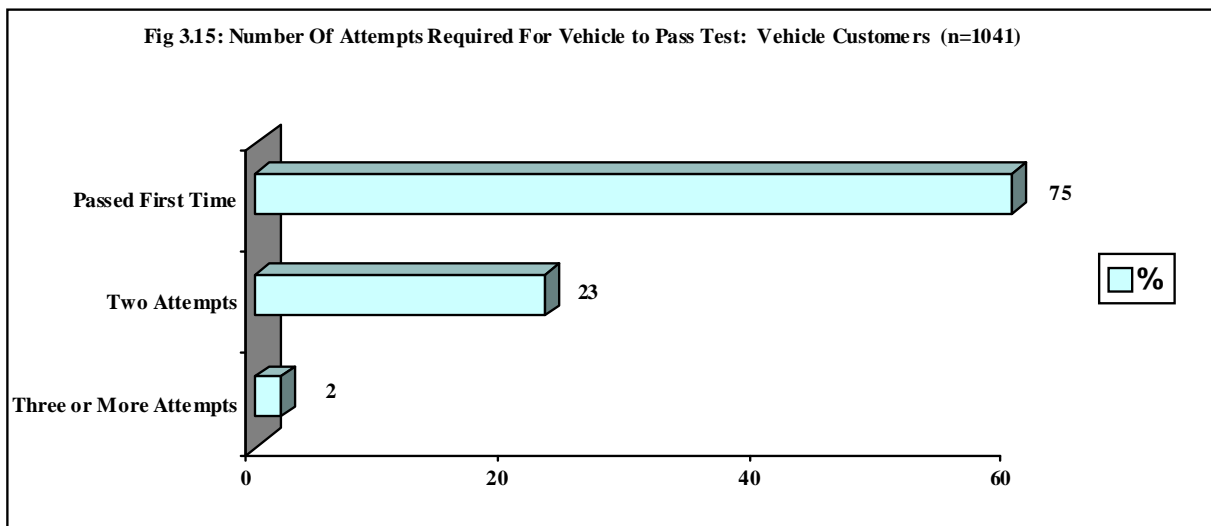
The highest vehicle test pass rate (91%) was recorded by customers in Enniskillen and Mallusk, with the lowest vehicle test pass rates recorded by customers in Larne (75%).

Table 3.13 Outcome of Vehicle Test by Test Centre (Vehicle Customers) (n=1099)

	% Passing Vehicle Test
Enniskillen	91
Mallusk	91
Armagh	88
Belfast	88
Newry	87
Ballymena	84
Downpatrick	82
Coleraine	81
Omagh	81
Lisburn	80
Craigavon	79
Cookstown	78
Londonderry	78
Newtownards	78
Larne	75
All Centres	83

3.9 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 23% requiring two attempts and 2% three or more 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 the exception of customers with dependants (90%) who recorded a lower level of satisfaction with booking arrangements compared with customers with no dependants (93%), 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	93
	Female	90
Age	17-19	100
	20-24	100
	25-34	93
	35-50	89
	51-59	92
	60+	94
Disability	Yes	88
	No	92
Dependants*	Yes	90
	No	93
Religion	Protestant	92
	Roman Catholic	93
	Other	83
	None	90
Political Affiliation	Nationalist	94
	Unionist	93
	Other	93
	Of No political persuasion	91
Ethnicity	White	92
	Other Ethnic Groups	94
English First Language	Yes	92
	No	95

* 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 with dependants recorded a lower level of satisfaction (89%) compared with those with no dependants (95%). Also those who classified their religion as 'other' recorded a lower level of satisfaction with telephone contact (71%) compared with other groups.

Table 3.15 Satisfaction With Telephone Contact By Equality Grouping

		Satisfaction With Telephone Contact %
Sex	Male	93
	Female	93
Age*	17-19	-
	20-24	100
	25-34	93
	35-50	88
	51-59	94
	60+	99
Disability	Yes	92
	No	93
Dependants*	Yes	89
	No	95
Religion***	Protestant	94
	Roman Catholic	98
	Other	71
	None	73
Political Affiliation	Nationalist	98
	Unionist	93
	Other	98
	Of No political persuasion	93
Ethnicity	White	93
	Other Ethnic Groups	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 characteristics showing *statistically significant*⁷ differences were religion and political affiliation, with all those describing their religion or political affiliation as 'other', satisfied with this aspect of service.

Table 3.16 Satisfaction With Counter Service By Equality Grouping

		Satisfaction With Counter Service %
Sex	Male	95
	Female	99
Age**	17-19	100
	20-24	100
	25-34	87
	35-50	94
	51-59	98
	60+	100
Disability	Yes	100
	No	96
Dependants	Yes	95
	No	97
Religion*	Protestant	99
	Roman Catholic	94
	Other	100
	None	92
Political Affiliation*	Nationalist	91
	Unionist	98
	Other	100
	Of No political persuasion	97
Ethnicity	White	97
	Other Ethnic Groups	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;		

⁷ 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 all customers aged 17-19 reported to be satisfied, compared with lower levels of satisfaction recorded by other age groups.

Table 3.17 Satisfaction With DVA Test Procedures Contact By Equality Grouping

		Satisfaction With Agency Test Procedures %
Sex	Male	94
	Female	96
Age*	17-19	100
	20-24	85
	25-34	95
	35-50	94
	51-59	94
	60+	97
Disability	Yes	94
	No	95
Dependants	Yes	93
	No	95
Religion	Protestant	94
	Roman Catholic	96
	Other	100
	None	94
Political Affiliation	Nationalist	95
	Unionist	94
	Other	100
	Of No political persuasion	95
Ethnicity	White	95
	Other Ethnic Groups	94
English First Language	Yes	95
	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*⁸ difference, with all those aged between 17 and 19 reporting a successful vehicle test compared with proportionately fewer customers in other age groups.

Table 3.18 Outcome Of Vehicle Test By Equality Groupings

		Passed Vehicle Test %
Sex	Male	82
	Female	82
Age**	17-19	100
	20-24	71
	25-34	81
	35-50	84
	51-59	77
	60+	87
Disability	Yes	83
	No	83
Dependants	Yes	80
	No	83
Religion	Protestant	80
	Roman Catholic	84
	Other	79
	None	84
Political Affiliation	Nationalist	85
	Unionist	81
	Other	79
	Of No political persuasion	82
Ethnicity	White	83
	Other Ethnic Groups	82
English First Language	Yes	83
	No	84

* 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

APPENDICES

APPENDIX 1 (QUESTIONNAIRES)



Strictly Confidential

DRIVER & VEHICLE AGENCY TESTING

CUSTOMER SATISFACTION SURVEY

PRACTICAL DRIVING TESTS 2008

We appreciate that some customers may have had more than one practical driving test in the last year. If you have had more than one test in the last year, please answer the questionnaire with your most recent experience in mind.

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

Please circle one number as appropriate

A.1	How did you book your practical 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 practical 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 practical driving test?	Yes	1	GO TO B.2
		No	2	GO TO SECTION C

B.2	The last time you telephoned DVA, where did you telephone?	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 last 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	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 – Online Service

D.1 Did you use the Agency's online service in relation to your practical driving test?

Yes	1	GO TO D.2
No	2	GO TO SECTION E

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
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:

1 – 7 days	1
8 - 14 days	2
15 – 21 days	3
22 – 28 days	4
29 – 35 days	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

DVA (Customer Survey: 2008)

F.4 In which test centre did you undertake your practical driving test?

Armagh	1	Enniskillen	8
Ballymena	2	Larne	9
Belfast	3	Lisburn	10
Coleraine	4	Londonderry	11
Cookstown	5	Newry	12
Craigavon	6	Newtownards	13
Downpatrick	7	Omagh	14

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	Do you consider yourself to have a disability?	Yes	1
		No	2
G.4	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.5	Do you consider yourself to be:	Protestant	1
		Roman Catholic	2
		Other religion	3
		No religion	4
G.6	Do you consider yourself to be:	Nationalist	1
		Unionist	2
		Other	3
		No political persuasion	4
G.7	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.8	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.**



Strictly Confidential

DRIVER & VEHICLE AGENCY TESTING

CUSTOMER SATISFACTION SURVEY

VEHICLE TESTS 2008

We appreciate that some customers may have had more than one vehicle test in the last year. If you have had more than one test in the last year, please answer the questionnaire with your most recent experience in mind.

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 – Booking Your Test

Please circle one number as appropriate

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	GO TO B.2
		No	2	GO TO SECTION C

B.2	The last time you telephoned DVA, where did you telephone?	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 vehicle test?	Yes	1	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 – Online Service

D.1	Did you use the Agency's online service in relation to your vehicle test?	Yes	1	GO TO D.2
		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	GO TO SECTION F
		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:	1 – 7 days	1
		8 - 14 days	2
		15 – 21 days	3
		22 – 28 days	4
		29 – 35 days	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

DVA (Customer Survey: 2008)

F.4 In which test centre was your vehicle tested?

Armagh	1	Larne	9
Ballymena	2	Lisburn	10
Belfast	3	Londonderry	11
Coleraine	4	Mallusk	12
Cookstown	5	Newry	13
Craigavon	6	Newtownards	14
Downpatrick	7	Omagh	15
Enniskillen	8		

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	Do you consider yourself to have a disability?	Yes	1
		No	2
G.4	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.5	Do you consider yourself to be:	Protestant	1
		Roman Catholic	2
		Other religion	3
		No religion	4
G.6	Do you consider yourself to be:	Nationalist	1
		Unionist	2
		Other	3
		No political persuasion	4
G.7	Please indicate which ethnic group you consider yourself to come from:	White	1
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		Irish Traveller	3
		Indian	4
		Pakistani	5
		Bangladeshi	6
		Black African	7
		Black Caribbean	8
		Mixed Origin	9
		Other (please state)	10
G.8	Is English your first language?	Yes	1
		No	2

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE.
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APPENDIX 2 (COVERING LETTERS)

28 August 2008

Dear

Re: DRIVER VEHICLE AGENCY (CUSTOMER SATISFACTION SURVEY 2008)

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 12 September.**

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.

28 August 2008

Dear

Re: DRIVER VEHICLE AGENCY (CUSTOMER SATISFACTION SURVEY 2008)

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.

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Thank you in advance for your help.

Yours sincerely

DONAL McDADE
Director

Encs.

29 October 2008

Dear

Re: DRIVER VEHICLE AGENCY (CUSTOMER SATISFACTION SURVEY 2008)

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 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

29 October 2008

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The Driver 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.

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