



DVA Customer Satisfaction Survey 2014



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Contents

Reader Information.....	2
User Guidance.....	3
Executive Summary.....	5
Statistical Notes.....	4
Methodology.....	7
Introduction.....	10
Questionnaire Design.....	11
Your contact with DVA.....	12
Written contact with DVA.....	13
Personal visits to DVA premises.....	16
Personal visits – satisfaction with facilities.....	20
Alternative booking test arrangements.....	21
Personal visits for reasons other than vehicle/driver testing.....	21
Online access to DVA services.....	27
Use of NI Direct website.....	29
Satisfaction with NI Direct website.....	30
Overall view of DVA services.....	32
Overall satisfaction with service provided by DVA.....	34
Improving DVA services.....	35
Preferred method of communication from DVA.....	36
About you.....	37
Equality profile.....	38
Appendix II Volumes & Sample.....	39
Appendix III Customer Satisfaction Survey 2014 Questionnaire/Cover letters/Unweighted Tables.....	45

DVA Customer Satisfaction Survey 2014

READER INFORMATION

Purpose: Report on levels of customer satisfaction for Driver & Vehicle Agency, across key areas of customer service

Reporting Period: July to September, 2014

Data Quality: The survey fieldwork was independently carried out by NISRA's Central Survey Unit (CSU). The response rate to the survey was 24.4% (1,649 returns) and data were weighted to correct for potential non-response bias across key service groups. The data were further cross-checked with the previous survey on a range of demographic and other characteristics, including geographic spread, to provide further assurance that a representative sample had been achieved. The survey estimates will be subject to a degree of sampling error – see User Guidance for further details

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For statistics, go to the 'Statistics and Research' link on the home page, under 'Information'.

Further information: For more information relating to this publication, including additional analysis or breakdowns of the data, please contact us at dva.stats@doeni.gov.uk.

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DVA Customer Satisfaction Survey 2014

USER GUIDANCE

Main Uses of Data

This survey report is published to provide an indication of the levels of satisfaction across a range of key DVA customer service areas. It allows senior management to monitor customer satisfaction, to implement any service reviews and to develop action plans as a consequence of feedback provided by customers through this survey.

For customers it is an opportunity to convey their views on services using an independent and transparent process. In addition, it affords them an opportunity to indicate what they consider to be reasonable performance levels across key DVA service areas.

Questionnaire Design

In agreement with DVA and NISRA's CSU, the same core questions were used as in the 2011 survey, with some changes to reflect business development in the intervening period. The main change since 2011 has been the transfer of vehicle licensing services to DVLA in July 2014. As a consequence of this, the present survey does not include these customers. Equality group information was requested from all survey respondents.

Data Collection

DVA customers were identified by examining DVA testing and licensing administrative systems. A random sample from key service areas was selected from all customers who had been in contact with the DVA during July - September, 2014. Because customers can potentially contact more than one business area, the sample was subjected to a rigorous cleansing exercise to remove any duplicate customers so that the same customer was not surveyed more than once. Driver testing customers were oversampled to take account of historically low response rates for this group and to boost the overall sample and to take balance for the loss on a significant customer base in respect of vehicle licensing. This resulted in just below 6,000 customers to be surveyed by postal questionnaire.

NISRA's CSU was commissioned to carry out the field work for this survey, and the questionnaire and associated covering letter were issued during September 2014 with a closing date early in October 2014. A reminder letter was not issued as the number of initial responses was sufficient and no significant bias was detected. Survey responses were accepted up until the end of October and a 100% check of the transposition of paper records to electronic format was carried by CSU with no major errors arising.

Data Quality

All information presented in this report has been validated and subjected to a quality assurance process by independent statisticians from the DOE's Analytical Services Branch (ASB).

Rounding and Summing

Please note that in some instances column/row totals may not add up due to rounding, in weighted tables this applies to frequency counts and percentages.

Non-Response Bias and Weighting

The representativeness of survey respondents was checked against business volumes as detailed within the main report. Weights across key service areas were calculated in the standard way, using survey results and customer profiles in order to ensure the sample correctly reflected the DVA customer base. Further checks were employed to ensure that no major equality groups were markedly over/under represented and there was a representative geographic spread of responses.

Survey results have been presented on a weighted basis. However, unweighted results are detailed at the back of this report as part of Appendix III. To help illustrate the impact of weighting, the

DVA Customer Satisfaction Survey 2014

weighted overall satisfaction level is 97.4%, compared with an unweighted satisfaction level of 95.9%. Satisfaction level includes respondents indicating 'very satisfied' or 'satisfied'.

Sampling Error

All survey results are subject to a degree of sampling error. Based on 1623 valid responses and a confidence level of 95%, the error limit on reported overall satisfaction of 97.4% is +/- 0.8%. What this means is that had we surveyed all DVA customers we can be 95% sure that the overall level of satisfaction for all DVA customers would lie in the range from 96.6% to 98.2%.

Rounding & Updates

There may be slight discrepancies between totals and the sum of their constituent items which is due to rounding.

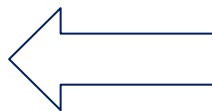
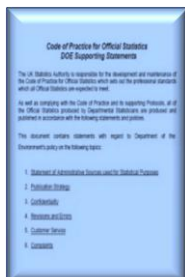
Revisions Policy

As this is a biennial survey, these data are not subject to scheduled revisions. Revisions are made by exception on an ad-hoc basis as and when required.

In circumstances where figures need to be revised users will be notified and any revisions will be explained in terms of why a revision was required, the period covered, the tables affected and the impact of revisions on trend and/or other related figures.

Revisions are part of our obligations under the Code of Practice for Official Statistics. Further details on our revisions policy and supporting statements relating to Official Statistics are available on our website. Please click the link or the image below.

http://www.doeni.gov.uk/index/information/asb/official_statistics-policies.htm



ASB Revisions Policy

Biennial Surveys

Given the historical high level of satisfaction reported in surveys up to 2011, DVA took the decision in 2012 to move to biennial surveys, and to undertake two targeted surveys of key user groups in 2013. These surveys were not published as Official Statistics. Allowing for the transfer of vehicle licensing to DVLA, July 2014 was the earliest opportunity for DVA to undertake a full customer satisfaction survey on its new customer base.

An Official Statistics Publication

Official Statistics are produced to a high professional standard. They undergo regular quality assurance reviews to ensure that they meet customer needs. They are produced free from any political interference. As we want to engage with users of our statistics, we invite you to feedback your comments on this publication to:

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DVA Customer Satisfaction Survey 2014

EXECUTIVE SUMMARY

This report presents findings from the Driver & Vehicle Agency (DVA) Customer Satisfaction Survey 2014. Just over 6,700 customers were surveyed, 4,700 in respect of Vehicle Testing, almost 1,000 for Driver Testing, and just over 1,000 in connection with Driver and Transport Licensing.

The survey achieved an overall response rate of 24% (1,649); 26% for Vehicle Testing (1,251), with 21% (228) and 17% (170) for Licensing and Driver Testing respectively. The survey sought customers' ratings of satisfaction with services based on their most recent contact with DVA. The survey was conducted independently by the Central Survey Unit of NISRA.

Overall view of DVA services;

Almost all (97.4%) respondents reported being satisfied or very satisfied with the service they received during their most recent period of contact with the DVA. This overall satisfaction rating is comparable to that which was achieved when the last survey was carried out in 2011 (97.9%). The 2011 survey, however, includes vehicle licensing and registration which is not part of the current survey so comparisons are not strictly like-for-like. The 2014 survey is in effect establishing a new baseline level of satisfaction for current DVA services.

Written Contact with the DVA

Overall satisfaction (very satisfied/satisfied) with written contact was high at 90% for e-mails, 95% for time to respond to letters/e-mail, 94% for clarity of response, and 92% in terms of the quality of information supplied with the response.

Personal Visits to DVA premises

Satisfaction (very satisfied/satisfied) with driver and vehicle testing and test procedures was just over 97% for both, with 96% satisfied with both the time spent queuing and the politeness and courtesy shown by examiners.

Personal Visits - satisfaction with facilities

When asked about satisfaction with DVA facilities during their last visit for a test (vehicle and driver), only around 1 in 20 respondents (6%) indicated they were 'dissatisfied' or 'very dissatisfied' with facilities e.g. waiting area etc. The vast majority (94%) reported being 'very satisfied' or 'satisfied' with facilities.

For 'Disabled' facilities at DVA premises (e.g. access ramps, etc)', only around 1% of respondents reported some degree of dissatisfaction.

Alternative Booking test arrangements

If an appointment for a vehicle/driving test was not available at your chosen test centre, just over 7 in 10 respondents (73%) reported they would be 'very satisfied' or 'satisfied' if offered an appointment at their nearest available test centre. 1 in 5 (21%) reported they would be 'dissatisfied' or 'very dissatisfied' with this arrangement.

Visiting DVA for reasons other than a vehicle or driving test

A large majority (86%) of respondents were at least satisfied with how their visit to the DVA was handled.

Personal Visits for reasons other than for a vehicle or driving test

When asked about satisfaction with facilities (e.g. waiting area, etc) during their last visit for reasons other than a vehicle or driving test, a high proportion (92%) indicated that they were either 'very satisfied' or 'satisfied'. Similarly for 'Disabled facilities (e.g. access ramps, etc)', all but 1 respondent reported being 'very satisfied' or 'satisfied'.

Use of DVA on-line booking service for driving and vehicle testing

Overall satisfaction with on-line booking was high with just over 96% of respondents reported being either 'very satisfied' or 'satisfied'.

Use of NI Direct (Motoring) website to gain information on DVA services (other than the on-line booking system)

One quarter of respondents reported having used NI Direct (Motoring) to gain information on DVA services (other than the on-line booking system) and provided details. Over half (55%) of these indicated this was for driver licensing information, while just over a quarter (27%) searched for vehicle test information. Only around 1 in 20 used it to download forms.

Satisfaction with NI Direct (Motoring) website to access DVA information

The vast majority of respondents (93%) were at least satisfied with the NI Direct (Motoring) website for accessing DVA information with around one-third (33%) stating that they were very satisfied.

Treated fairly by the DVA

When asked if they were treated fairly, 97% agreed with over half (52%) strongly agreeing that this was the case.

Preferred method of communication from DVA

When asked which method(s) would you like the DVA to provide you with information that might affect you as a driver or vehicle keeper, letters/reminder letters were the most popular reply accounting for just over 7 in 10 (72%) responses. This was followed by e-mail and the NI Direct Website, accounting for 48% and 34% of responses, respectively.

Preferred option for improving customer service

In terms of improving services, just over half of respondents suggested 'Extended opening hours' (51%), followed by 'On-line transactions for driving licenses' (42%), 'Fast Track facilities' (35%) and 'ID checking for driving licences at MOT centres' (30%).

> Methodology <

Sample Selection and Design

The sample selected was proportionate and representative of annual business volumes and stratified for the main transaction types¹. The following tables provide a summary breakdown of volumes and proportionate samples for each of the main business areas.

Business Area	Volumes	% Volume	Sample	% Sample
Licensing	233,891	17.8%	1,066	17.8%
Testing (Vehicle)	1,032,428	78.4%	4,706	78.4%
Testing (Driver)	50,154	3.8%	228	3.8%
Total	1,316,473	100%	6,000	100%

Selecting a total sample of 6000 customers, based on percentage customer volumes, would mean only 228 Driver Testing customers would be sampled. When a projected response rate of 20% was taken into account this would only yield approximately 46 completed questionnaires, which is insufficient for any robust analysis of this business area. To ensure a sufficient return it was decided that the Driver Testing sample needed to be boosted to 1000 cases.

Business Area	Final sample to be selected ²	Actual number of cases selected
Licensing	1,066	1,065
Testing (Vehicle)	4,706	4,706
Testing (Driver)	1,000	999
Total	6,772	6,770³

In total 6,770 paper questionnaires, with an explanatory letter⁴ and return envelope, were sent out by Central Survey Unit (CSU) in September 2014 to customers who had completed transactions with DVA within the 2-month period prior to distribution. This was to ensure respondents had a clear recollection of their contact with DVA. No reminder letters were issued.

¹ The full DVA volumes (number and percentage) and number of cases sampled within each can be found in Appendix II

² Driver Testing customers oversampled

³ Due to rounding within the selection process, the actual number of selected cases varied marginally

⁴ Copies of the letters, specific to customer type, can be found in Appendix IV

DVA Customer Satisfaction Survey 2014

Response Rates

In total, 1,649 questionnaires were received, an overall response rate of 24.4%. This compares with 29.9% in 2011.

The response rate for Vehicle Testing, at 26.6% was the best of all three business areas, with Licensing recording a 21.4% response rate. Historically, the response from Driver Testing tends to be lower than for other customers. This year, 17.0% of Driver Testing customers responded to the survey, an increase of almost just over 5 percentage points from the response rate of 11.3% in 2011.

Business Area	Questionnaires Returned	Response Rate
Licensing	228	21.4%
Testing (Vehicle)	1,251	26.6%
Testing (Driver)	170	17.0%
Total	1,649	24.4%

Weighting

The results presented in this report have been weighted to reflect the proportion of customers within each of the three main business areas from original DVA volumes. After sampling weights have been applied the total number of valid cases may differ slightly from the total number of completed questionnaires returned, due to the rounding of cell counts.

Number of completed questionnaires returned and weights

Business Area	Number Returned	Percentage of Returns	Weights Applied	Percentage within original Customer Base
Licensing	228	13.8%	1.2850	17.8%
Testing (Vehicle)	1251	75.9%	1.0337	78.4%
Testing (Driver)	170	10.3%	0.3695	3.8%
Total	1,649	100%	N/A	100%

N/A not applicable

Unanswered (missing) responses

Given this was a postal survey and involved customers completing a paper questionnaire, there will always be cases where a respondent has unintentionally/intentionally left a question blank. These are called non-responses and they are excluded from our analyses.

The counts and percentages presented within this report are based solely on the total number of responses provided to each question.

DVA Customer Satisfaction Survey 2014

Sampling Error

Defining a sample size is a trade-off between the level of precision of sample estimates and cost. The following tables present an overview of the relationship between sample size and margin of error.

For a simple random sample design, in which every member of the sampled population has an equal and independent chance of inclusion in the sample, the sampling error of any percentage, p, can be calculated by the formula:

$$\text{s.e. (p)} = \sqrt{p(100 - p)/n}$$

where n is the number of respondents on which the percentage is based.

The sample for the customer satisfaction survey is drawn from a random sample, and this formula can be used to calculate the sampling error of any percentage estimate from the survey.

A confidence interval for the population percentage can be calculated by the formula
95 per cent confidence interval = p +/- 1.96 * s.e. (p)

What this means is if 100 similar, independent samples were chosen from the same population, 95 of them would be expected to yield an estimate for the percentage, p, within this confidence interval. The absence of design effects in the survey, and therefore of the need to calculate complex standard errors, means that standard statistical tests of significance (which assume random sampling) can be applied directly to the data.

The tables below provide a guide to the accuracy of survey estimates for key groups reported on (all respondents, Vehicle Testing, Driver Licensing and Driver Testing).

All Respondents (Base 1650) - 95 per cent confidence interval										
Survey Estimate	95%	90%	80%	70%	60%	50%	40%	30%	20%	10%
Upper Limit	96.1%	91.4%	81.9%	72.2%	62.4%	52.4%	42.4%	32.2%	21.9%	11.4%
Lower Limit	93.9%	88.6%	78.1%	67.8%	57.6%	47.6%	37.6%	27.8%	18.1%	8.6%
All Respondents (Base 1000) - 95 per cent confidence interval										
Survey Estimate	95%	90%	80%	70%	60%	50%	40%	30%	20%	10%
Upper Limit	96.4%	91.9%	82.5%	72.8%	63.0%	53.1%	43.0%	32.8%	22.5%	11.9%
Lower Limit	93.6%	88.1%	77.5%	67.2%	57.0%	46.9%	37.0%	27.2%	17.5%	8.1%
All Respondents (Base 500) - 95 per cent confidence interval										
Survey Estimate	95%	90%	80%	70%	60%	50%	40%	30%	20%	10%
Upper Limit	96.9%	92.6%	83.5%	74.0%	64.3%	54.4%	44.3%	34.0%	23.5%	12.6%
Lower Limit	93.1%	87.4%	76.5%	66.0%	55.7%	45.6%	35.7%	26.0%	16.5%	7.4%
All Respondents (Base 100) - 95 per cent confidence interval										
Survey Estimate	95%	90%	80%	70%	60%	50%	40%	30%	20%	10%
Upper Limit	99.3%	95.9%	87.8%	79.0%	69.6%	59.8%	49.6%	39.0%	27.8%	15.9%
Lower Limit	90.7%	84.1%	72.2%	61.0%	50.4%	40.2%	30.4%	21.0%	12.2%	4.1%

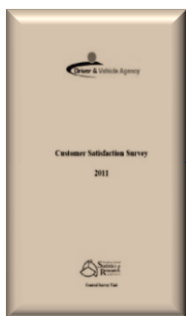
DVA Customer Satisfaction Survey 2014

> 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 Licensing Northern Ireland to form the new Driver Vehicle Agency (DVA).

The DVA now has 15 main test centres, two satellite driving test centres and six Theory test centres throughout Northern Ireland. Responsibility for vehicle licensing and registration transferred to DVLA in Swansea in July 2014, and this area of customer experience is not part of the current survey.

The last DVA customer satisfaction survey was carried out in 2011, and a report was published on the DOE website at: www.doeni.gov.uk/index/information/asb/statistics/dva_statistics.htm



DVA Customer Satisfaction Survey 2011

Overall satisfaction up to 2011 had remained at a high level (98%), and a decision was taken by the Agency to move to biennial surveys. This would reduce both costs and the burden on their customers. Up to 2011, the agency had conducted regular annual surveys, all of which were aimed at measuring their performance against key business targets in respect of bookings, testing, and assessing what customer's were indicating in terms of their satisfaction with dva services.

The survey for 2014 was designed to ascertain the main methods of contact with the DVA and customer satisfaction levels across each of the agencies main business areas. In addition to this, the DVA were keen to seek customers views on what would be reasonable turnaround times for some of their main operational waiting times.

As with previous surveys, the DVA commissioned the Central Survey Unit (CSU) of the Northern Ireland Statistics & Research Agency (NISRA) to undertake survey field work. The agency also took the opportunity to review and refine the previous survey questionnaire to better reflect circumstances in place during the period customers would be asked about their dealings with the agency.

DVA Customer Satisfaction Survey 2014

Questionnaire Design

The questionnaire was designed by the DVA in liaison with ASB statisticians and the CSU. It comprised seven distinct sections as detailed below:

- **Your contact with the DVA;**
- **Written contact with the DVA;**
- **Personal visits to DVA premises;**
- **Online access to DVA services;**
- **Your overall view of DVA services;**
- **Improving DVA Services;**
- **About you;**

The questionnaire and cover letters used for the survey in 2014 are detailed in Annexe III.

Overall Satisfaction with the service provided by DVA

Using weighted figures, 97.4% of respondents reported being satisfied or very satisfied with the service they received during their most recent period of contact with the DVA. This compares with 97.9% in 2011. The 2011 figure includes vehicle licensing and registration which is not part of the current survey so the figures are not strictly comparable.

Based on 1623 valid responses and a confidence level of 95%, the error limit on reported overall satisfaction of 97.4% is +/- 0.8%. What this means is that had we surveyed all DVA customers we can be 95% sure that the overall level of satisfaction would lie in the range from 96.6% to 98.2%.

Comparisons with the 2011 survey

As vehicle licensing customers were not part of the 2014 survey, this makes comparisons of satisfaction levels between 2011 and 2014 inappropriate as they are not on a like-with-like basis. In addition, it has not been possible, within the timescales available, to retrospectively re-weight survey results for 2011 to facilitate this type of backward comparison. However, overall satisfaction levels for Driver and Vehicle Testing customers in 2011 at 96.6% (unweighted and excluding vehicle licensing customers), are the same order as those in 2014 (95.9%). This suggests that the high level of satisfaction reported in 2014 is not a consequence of losing vehicle licensing customers, but continues to reflect continued high levels of customer satisfaction with the DVA.

DVA Customer Satisfaction Survey 2014

>Your Contact with the DVA<

In terms of their last contact with the DVA, almost 4 in 5 (78.9%) customers reported having been in contact with the agency for a vehicle test, and just over 1 in 10 (13.9%) for reasons related to driver licensing. Much smaller numbers reported taking a driving test (6.5%, 104), with 13 respondents reporting having been in contact with DVA for Bus and Taxi Licensing or for Driver/Motorcycle/Instructor Licensing.

Overall, the percentages of licensing and driver and vehicle testing customers reporting contact across DVA business areas were similar to those identified using DVA administrative sources, as detailed in the second table below.

Q1. The last time you were in contact with DVA which of the following services did you use?

Answer Options	%	Count
Driver Testing	6.5%	104
Vehicle Testing	78.9%	1270
Driver Licensing	13.9%	223
Bus & Taxi Licensing	0.3%	5
Driving / Motorcycle/Instructor Licensing	0.5%	8
Total	100%	1611

Number of completed questionnaires returned & weights

Business Area	Number Returned	Percentage of Returns	Weights Applied	Percentage within original Customer Base	Reported by DVA Customers
Licensing	228	13.8%	1.2850	17.8%	14.3%
Testing (Vehicle)	1251	75.9%	1.0337	78.4%	77.0%
Testing (Driver)	170	10.3%	0.3695	3.8%	6.5%
Total	1,649	100%	N/A	100%	100%

N/A – Not Applicable

DVA Customer Satisfaction Survey 2014

>Written Contact with the DVA<

Of the 206 people that reported having written to or e-mailed the DVA and provided details, 93.3% (192) reported receiving a response and 6.7% (14) did not.

Overall satisfaction with how their written or e-mailed enquiry was handled, ranged from 6.9% (13) being 'very dissatisfied' to 56% (104) being 'very satisfied'. Just over 90% (168) of respondents reported being 'very satisfied' or 'satisfied'.

The highest level of satisfaction reported by respondents was in respect of 'the length of time taken to respond to your initial letter/ e-mail', with just over 95% (183) reporting being 'very satisfied' (54.2%) or 'satisfied' (41%), with 10 respondents being 'very dissatisfied' or 'dissatisfied'.

'The clarity of response received', had similar reported levels of satisfaction with 56.0% of respondents 'very satisfied' and 38.1% 'satisfied', and 3 and 7 respondents reporting being 'dissatisfied' or 'very dissatisfied', respectively.

The highest reported level of dissatisfaction related to 'The quality of any information supplied with the response (e.g. letters, forms, etc)', with 7.2% (14) respondents reporting being either 'very dissatisfied' or 'dissatisfied', and just over 92% being 'very satisfied' or 'satisfied'.

Q2.2 Have you received a response from the DVA regarding your written/e-mailed query?

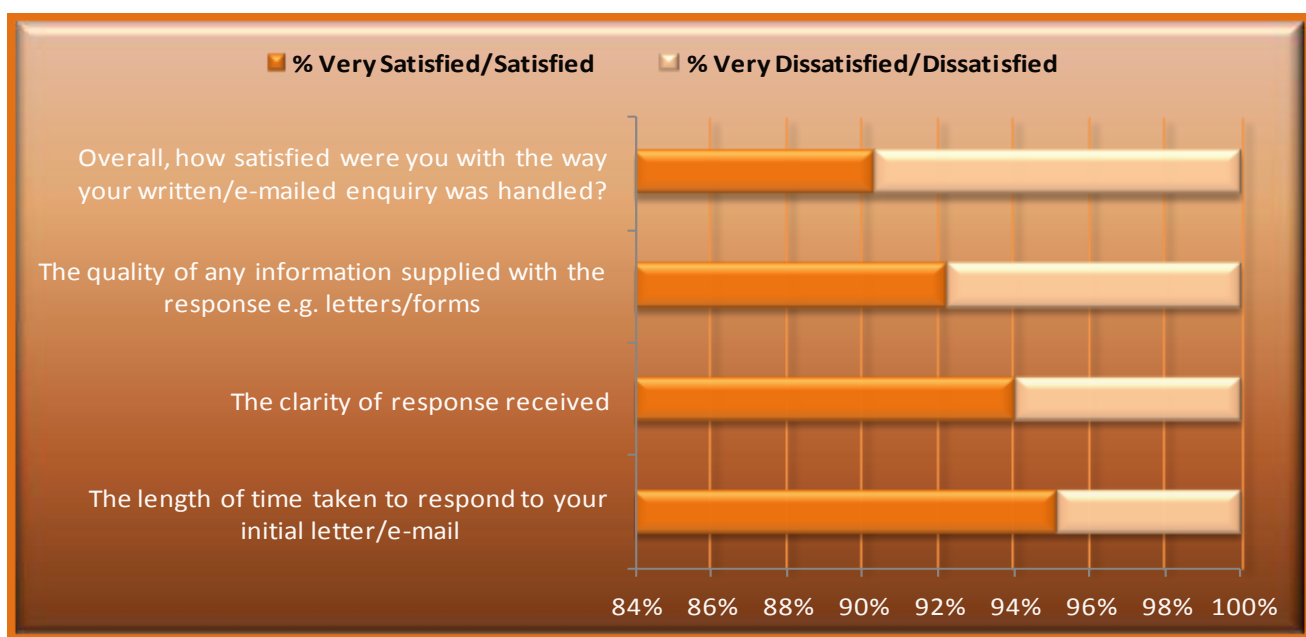
Answer Options	%	Count
Yes	93.3%	192
No	6.7%	14
Total	100.0%	206

DVA Customer Satisfaction Survey 2014

Q2.3 Thinking about the last time you wrote to or e-mailed the DVA how satisfied/dissatisfied were you with the following?

Answer Options	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Count
The length of time taken to respond to your initial letter/ e-mail	104	79	5	5	192
The clarity of response received	104	70	3	7	185
The quality of any information supplied with the response (e.g. letters, forms, etc)	98	69	7	7	181
Overall, how satisfied were you with the way your written/e-mailed enquiry was handled?	104	64	5	13	186

Answer Options	% Very Satisfied	% Satisfied	% Dissatisfied	% Very Dissatisfied	% Total
The length of time taken to respond to your initial letter/e-mail	54.2%	41.0%	2.4%	2.5%	100%
The clarity of response received	56.0%	38.1%	1.8%	4.0%	100%
The quality of any information supplied with the response (e.g. letters, forms, etc)	54.0%	38.3%	3.8%	3.8%	100%
Overall, how satisfied were you with the way your written/e-mailed enquiry was handled?	56.0%	34.4%	2.7%	6.9%	100%



Q2.4 If you were dissatisfied/very dissatisfied with any of the above, please tell us why.

Overall 20 customers made a reply to this question (1.2% of all respondents) all of which were to indicate dissatisfaction in respect of written/e-mail correspondence with the DVA.

Several issues were reported by customers including the poor attitude of DVA staff, the length of time taken to resolve or reply to queries or to receive important information/documentation.

A selection of responses is detailed below.

- Bad attitude of person dealing with my enquiry;
- By the time they emailed back it was about a month later and the response no longer applied as it had taken SO long. Many phone calls happened between the time I sent my email and the reply;
- Categories disappeared from my licence and the DVA were unable to give me a reason why. They also lost my test pass certs;
- Dissatisfied as I felt I had no need to write to DVA in the first instance. My query could have been dealt with on site;
- DVA (NI) advised me to contact DVLA (UK) who then advised me to contact DVA (NI);

DVA Customer Satisfaction Survey 2014

>Personal Visits to DVA Premises<

Of the 1414 respondents that reported having attended the DVA for a vehicle or driving test and provided details, 81.7% (1155) indicated this was for a vehicle test (full test), 12.0% (170) for a vehicle retest, and just over 6% (89) for a driving test. Attendance by test centre ranged from 4.4% (63) at Downpatrick to 11.7% (170) at Newtownards.

Overall satisfaction with 'how their test was handled', ranged from 1.1% (16) being 'very dissatisfied' to 64% (924) being 'very satisfied'. Just over 97% (1423) of respondents reported being 'very satisfied' or 'satisfied'.

The highest level of satisfaction reported by respondents was in respect of 'The test procedures', with just over 97% (1403) reporting being 'very satisfied' (59.3%) or 'satisfied' (38.3%), with 2.4% (34) of respondents being 'very dissatisfied' or 'dissatisfied'.

'The time spent queuing', had similar high levels of satisfaction with 55.8% of respondents 'very satisfied' and 40.9% 'satisfied', and 2.1% (31) and 1.2% (17) respondents reporting being 'dissatisfied' or 'very dissatisfied', respectively.

The highest reported level of dissatisfaction related to 'The politeness and courtesy shown by the examiner', with 3.5% (51) respondents reporting being either 'very dissatisfied' or 'dissatisfied', and just over 96% being 'very satisfied' or 'satisfied'.

Q3.1 Have you visited any DVA premises for a vehicle test or driving test within the last year?

Answer Options	%	Count
Yes	89.7%	1467
No	10.3%	169
Total	100.0%	1636

Q3.2 The last time you visited the DVA for a test, was it for a...?

Answer Options	%	Count
Driving Test	6.3%	89
Vehicle Test (Full Test)	81.7%	1155
Vehicle Test (Re-Test)	12.0%	170
Total	100.0%	1414

DVA Customer Satisfaction Survey 2014

Q3.3 Thinking about the last time you visited the DVA for a test, which centre did you attend?

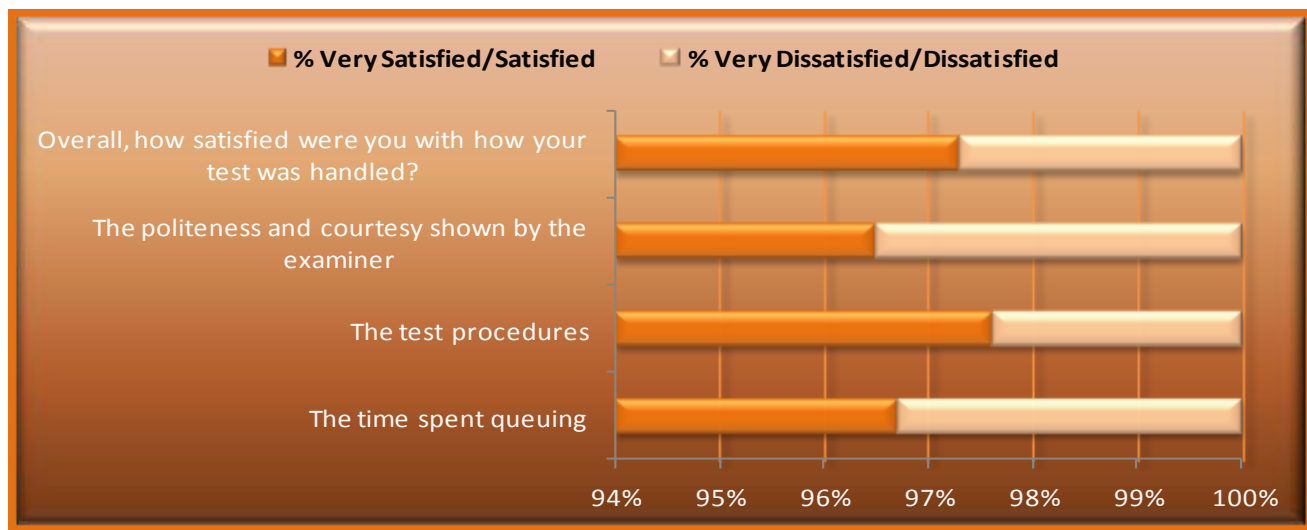
Answer Options	%	Count
Armagh	4.1%	60
Ballymena	7.0%	101
Belfast	10.6%	155
Coleraine	7.6%	111
Cookstown	6.2%	90
Criagavon	6.2%	90
Downpatrick	4.4%	63
Enniskillen	5.3%	77
Larne	4.8%	70
Lisburn	7.3%	106
Londonderry	5.6%	81
Mallusk	6.6%	95
Newry	7.1%	103
Newtownards	11.7%	170
Omagh	5.4%	79
Total	100%	1453

DVA Customer Satisfaction Survey 2014

Q3.4 Thinking about the last time you visited the DVA for a test, how satisfied/dissatisfied were you with the following?

Answer Options	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Count
The time spent queuing	812	596	31	17	1456
The test procedures	852	551	19	15	1437
The politeness and courtesy shown by the examiner	948	447	29	22	1445
Overall, how satisfied were you with how your test was handled?	924	481	24	16	1446

Answer Options	% Very Satisfied	% Satisfied	% Dissatisfied	% Very Dissatisfied	% Total
The time spent queuing	55.8%	40.9%	2.1%	1.2%	100%
The test procedures	59.3%	38.3%	1.3%	1.1%	100%
The politeness and courtesy shown by the examiner	65.6%	30.9%	2.0%	1.5%	100%
Overall, how satisfied were you with how your test was handled?	64.0%	33.3%	1.7%	1.1%	100%



Q3.5 If you were dissatisfied/very dissatisfied with any of the above, please tell us why.

Overall, 89 customers indicated dissatisfaction arising from a driving/vehicle test (3.4% of all respondents).

In terms of driving tests, many customers suggested that examiners could try to be courteous before, during and after the test. For vehicle testing many customers were unhappy with delays during testing, and when their vehicle was failed for what they felt were minor faults, resulting in the cost of a retest.

A selection of responses is detailed below.

- 3 minors and 1 major. Felt hard done by;
- After lights test was left sitting for 10 mins while examiner had a chat with 2 of his colleagues;
- Car failed on minor issue i.e. headlight needed adjusted by 1 ml. Could have been adjusted there and then. No need to fail car and have to go through re-test;
- Car failed. Light showing on dash which did not affect the road worthiness of the car. This cost me the price of a retest;
- car only failed for a light bulb which was working the night before - could have been fixed on the day rather than retest;
- Car was failed on a broken spring of which it did not have when removed, I took the spring to the centre to show them but no one was interested, and as most times examiner no manners, having seen a ladies car pass in front of me with no working brake light;

- driving instructor didn't make conversation and was very blunt when speaking;
- Driving practical test is a bit difficult and easy to fail;
- examiner could of been more polite;
- Examiner had attitude problem, never spoke;
- Examiner never spoke, very awkward, could be more friendly;
- He was somewhat distant;

DVA Customer Satisfaction Survey 2014

Personal Visits - Satisfaction with facilities

When asked about satisfaction with DVA facilities during their last visit for a test, just over 1 in 20 respondents (6.2%) indicated they were 'dissatisfied' or 'very dissatisfied' with 'The facilities available to customers at DVA premises (e.g. waiting area etc)', with just below 19 in 20 respondents (93.8%) reporting being 'very satisfied' or 'satisfied'.

Similarly for 'Disabled facilities at DVA premises (e.g. access ramps, etc)', just over 1 in 100 respondents (1.4%) reporting they were either 'very dissatisfied' or 'dissatisfied', with almost 99 in 100 being 'very satisfied' (41.9%) or 'satisfied' (56.7%).

Q3.6 Again, thinking about the last time you visited the DVA for a test, how satisfied /dissatisfied were you with the following?

Answer Options	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Count
The facilities available to customers at DVA premises (e.g. waiting area, etc)	450	851	64	22	1387
Disabled facilities at DVA premises (e.g. access ramps, etc)	275	372	6	3	656

Answer Options	% Very Satisfied	% Satisfied	% Dissatisfied	% Very Dissatisfied	% Total
The facilities available to customers at DVA premises (e.g. waiting area, etc)	32.4%	61.4%	4.6%	1.6%	100%
Disabled facilities at DVA premises (e.g. access ramps, etc)	41.9%	56.7%	0.9%	0.5%	100%

Q3.7 If you were dissatisfied/very dissatisfied with any of the above, please tell us why?

Overall 73 customers indicated dissatisfaction arising from a driving/vehicle test (4.4% of all respondents).

In terms of their last visit to DVA premises, most of the comments related to the lack of space, tea/coffee facilities, how cold they are at times, and their general state of cleanliness.

A selection of responses is detailed below.

- A better waiting facilities;
- As a person with disability it could be a bit more spacious as a person in a wheelchair wouldn't have much room really, I am not yet a wheelchair person but looking at the bigger picture basic;
- basic décor;
- Because of not enough room in waiting area;
- Cold and not very comfortable. Noisy as you just sit in test area;
- Cold area, dirty and cramped;
- Cold, draughty environment;
- cold, some kind of wind barrier;
- Conditions are extremely poor. The area is cold and uninviting. Area doesn't appear to be H and S standard secure;

DVA Customer Satisfaction Survey 2014

Alternative booking test arrangements (Q3.8)

If an appointment for a vehicle/driving test was not available at your chosen test centre, just over 7 in 10 respondents (72.8%) reported they would be 'very satisfied' or 'satisfied' if offered an appointment at their nearest available test centre.

1 in 5 (20.5%) reported they would be 'dissatisfied' with this, and another 7.5% would be 'very dissatisfied' with this arrangement.

Q3.8 If an appointment for a vehicle test/driving test was not available at your chosen test centre please indicate how satisfied you would be if offered an appointment at the nearest available test centre.

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Total
Count	262	693	271	99	1229
%	19.8%	52.3%	20.5%	7.5%	100%

Visiting DVA for reasons other than a vehicle or driving test (Q3.9 to Q3.13)

Only 86 respondents reported having visited DVA premises within the last year for reasons other than a vehicle or driving test, 48 (56%) to a local test centre, 13 (15%) to Corporation Street for Road Transport Licensing, and 24 (28%) to 'Other' DVA locations. Attendance by Test Centre was less than 5 respondents per centre, except for Armagh and Ballymena with 7 respondents each respectively.

'Overall, how satisfied were you with how your visit to the DVA was handled?' In reply 4% (3) were 'very dissatisfied' and 58% (49) were 'very satisfied'. Just over 86% (73) of respondents reported being 'very satisfied' or 'satisfied', overall.

The highest level of satisfaction reported by respondents was in respect of 'The politeness and courtesy shown by the staff', with just over 91% (77) reporting being 'very satisfied' (52) or 'satisfied' (25), with 8% (7) of respondents being 'very dissatisfied' or 'dissatisfied'.

The highest reported level of dissatisfaction related to 'The ability of counter staff to deal with your query', with 12% (10) of respondents reporting being either 'very dissatisfied' or 'dissatisfied', and 88% (73) being 'very satisfied' or 'satisfied'.

Q3.9 Have you visited any DVA premises within the last year (for any reason other than for a vehicle test or driving test)?

Answer Options	%	Count
Yes	5.4%	87
No	94.6%	1528
Total	100%	1615

DVA Customer Satisfaction Survey 2014

Q3.10 The last time you visited the DVA (for any reason other than for a vehicle test or driving test), where did you go?

Answer Options	%	Count
Local Test Centre	56.4%	48
Road Transport Licensing Division (Corporation Street)	15.3%	13
Other, please specify	28.2%	24
Total	100%	86

Q3.11 Which Test Centre did you attend the last time you visited the DVA? (other than for a vehicle/driving test)

Answer Options	%	Count
Armagh	14.2%	7
Ballymena	14.2%	7
Belfast	7.2%	3
Coleraine	9.8%	5
Cookstown	5.2%	2
Criagavon	8.1%	4
Downpatrick	3.0%	1
Enniskillen	8.7%	4
Larne	2.2%	1
Lisburn	9.3%	4
Londonderry	4.4%	2
Mallusk	0%	0
Newry	3.7%	2
Newtownards	3.0%	1
Omagh	6.6%	3
Total	100%	86

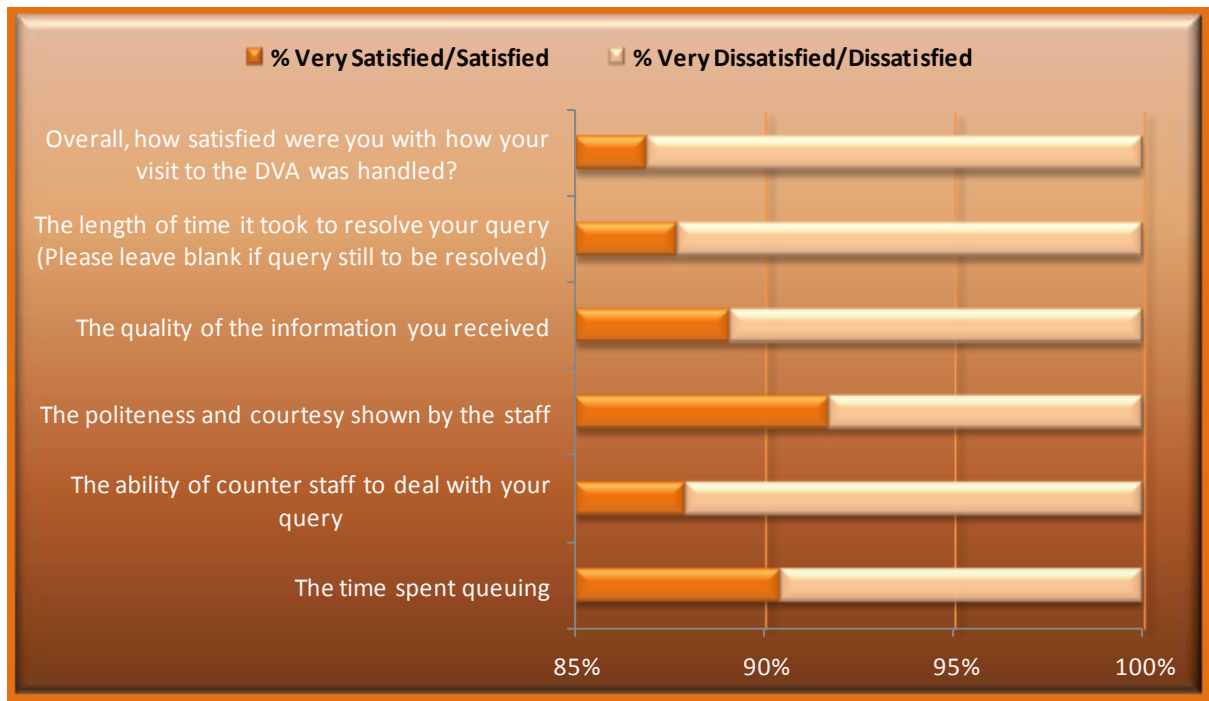
DVA Customer Satisfaction Survey 2014

Q3.12 Thinking about the last time you visited the DVA (for any reason other than for a vehicle test or driving test) how satisfied/dissatisfied were you with the following?

Answer Options	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Count
The time spent queuing	37	39	5	4	84
The ability of counter staff to deal with your query	50	23	6	4	83
The politeness and courtesy shown by the staff	52	25	6	1	84
The quality of the information you received	43	31	5	3	83
The length of time it took to resolve your query (Please leave blank if query still to be resolved)	40	31	6	4	81
Overall, how satisfied were you with how your visit to the DVA was handled?	49	24	8	3	84

Answer Options	% Very Satisfied	% Satisfied	% Dissatisfied	% Very Dissatisfied	% Total
The time spent queuing	44.0%	46.4%	6.0%	4.8%	100.0%
The ability of counter staff to deal with your query	60.2%	27.7%	7.2%	4.8%	100.0%
The politeness and courtesy shown by the staff	61.9%	29.8%	7.1%	1.2%	100.0%
The quality of the information you received	51.8%	37.3%	6.0%	3.6%	100.0%
The length of time it took to resolve your query (Please leave blank if query still to be resolved)	49.4%	38.3%	7.4%	4.9%	100.0%
Overall, how satisfied were you with how your visit to the DVA was handled?	58.3%	28.6%	9.5%	3.6%	100.0%

DVA Customer Satisfaction Survey 2014



Q3.13 If you were dissatisfied/very dissatisfied with any of the above, please tell us why?

Overall 12 customers indicated dissatisfaction arising from their last visit to the DVA for reasons other than a vehicle/driving test (0.7% of all respondents).

In terms of their last visit to DVA premises this was mostly to resolve queries relating to various forms/applications. Customer comments reflected lack of clarity as to what information was needed, conflicting information/advice and the poor attitude of staff.

A selection of responses is detailed below.

- Counter staff were not friendly, although did do job correctly which is important. However new certificate issued from central admin was not correct which was frustrating and inconvenient;
- I had to get a new driving licence when I reached 70yrs. My driving licence was a UK licence not NI licence. I read that I needed my passport and proof of residence. I took these to RTLD, I was told the office needed a birth cert and marriage cert. I took these originals and copies to RTLD office and was told the marriage cert was not needed. Then received a phone call that the marriage cert was needed. I took it back a 3rd time to the RTLD I was told my passport was needed contrary to visit number 1. There was a long discussion about my name. I did not want a 4th trip as the office is a 46 mile round trip. The office was calm and courteous but the information was contradictory and confusing;
- I took the completed form to a DVA centre where it was checked and forwarded by a clerk. I had not completed all the parts due to an oversight & this was not picked up and my form had to be returned;
- Just too long over an hour;
- When booking the test I went to the test centre to book it. 3 office staff stood chatting as if I wasn't there. I tapped the window and one of them came over after about a 5 minute stand, it was a bit annoying to say the least;

DVA Customer Satisfaction Survey 2014

Personal Visits for reasons other than for a vehicle or driving test (Q3.14)

When asked about satisfaction with DVA facilities available at DVA premises (e.g. waiting area, etc) during their last visit for reasons other than a vehicle or driving test, 7 respondents (7%) indicated they were 'dissatisfied' or 'very dissatisfied', with 75 (92%) respondents being 'very satisfied' or 'satisfied'.

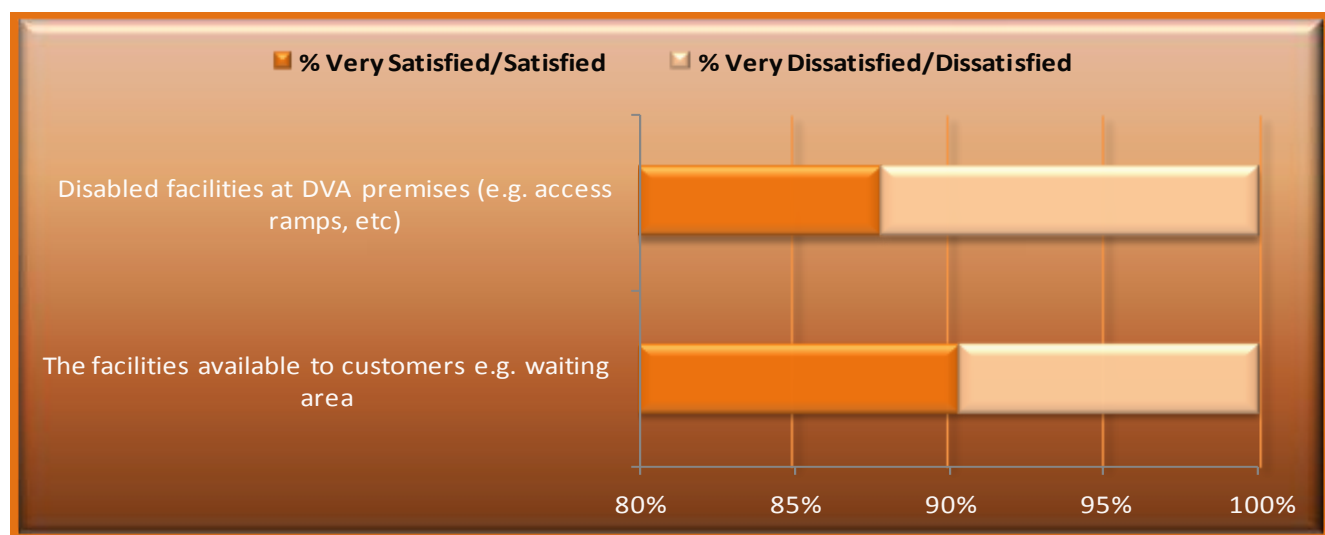
Similarly for 'Disabled facilities at DVA premises (e.g. access ramps, etc)', all but 1 respondent (43) reported being 'very satisfied' or 'satisfied'.

Q3.14 Again, thinking about the last time you visited the DVA (for any reason other than for a vehicle test or driving test) how satisfied/dissatisfied were you with the following?

Answer Options	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Count
The facilities available to customers at DVA premises (e.g. waiting area, etc)	26	49	4	3	82
Disabled facilities at DVA premises (e.g. access ramps, etc)	23	20	1	0	44

Q3.14 Again, thinking about the last time you visited the DVA (for any reason other than for a vehicle test or driving test) how satisfied/dissatisfied were you with the following?

Answer Options	% Very Satisfied	% Satisfied	% Dissatisfied	% Very Dissatisfied	% Total
The facilities available to customers at DVA premises (e.g. waiting area, etc)	32%	60%	4%	3%	100%
Disabled facilities at DVA premises (e.g. access ramps, etc)	52%	46%	2%	0%	100%



Q3.15 If you were dissatisfied/very dissatisfied with any of the above, please tell us why.

DVA Customer Satisfaction Survey 2014

When asked to comment on how satisfied/dissatisfied they were with facilities/disabled facilities during the last time they visited the DVA for reasons other than a driving/vehicle test, three customers responded. Their responses are detailed below.

- Facilities not fit for purpose;
- Not enough seats in waiting area. Long queues;
- The waiting area had inadequate seating many people were standing. Agree the driving licence area was smaller and we were dealt with quicker;

DVA Customer Satisfaction Survey 2014

> Online Access to DVA Services <

Use of DVA on-line booking service for driving and vehicle testing (Q4.1 to Q4.4)

Of the 927 respondents that reported having used the DVA on-line booking service and responded to the follow-on question, for 87.1 % (808) this was to book a vehicle test, and 12.9% (120) was to book a driving test.

Overall satisfaction with 'the on-line booking system', ranged from 1.3% (12) being 'very dissatisfied' to 65.8% (611) being 'very satisfied'. Just over 96% (895) of respondents reported being 'very satisfied' or 'satisfied', with less than 1 in 20 (5%) being 'very dissatisfied' or 'dissatisfied'.

Q4.1 Have you ever used DVA on-line booking service (for driving tests/vehicle tests)?

Answer Options	%	Count
Yes	56.4%	930
No	43.2%	708
Total	100%	1638

Q4.2 Why did you use the on-line booking service?

Answer Options	%	Count
To book a driving test	12.9%	120
To book a vehicle test	87.1%	808
Total	100%	927

Q4.3 Overall, how satisfied were you with the on-line booking system?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Total
Count	611	284	21	12	929
%	65.8%	30.6%	2.3%	1.3%	100%

Q4.4 If you were dissatisfied/very dissatisfied with the on-line booking system, please tell us why?

Overall 33 customers indicated dissatisfaction arising from using the on-line booking system (2.0% of all respondents).

Many customer comments related to the lack of available test dates, how confusing the system was, the lack of backward navigation and search facility, and HGV tests cannot be booked on-line.

A selection of responses is detailed below.

- 1 month wait to get appointment too slow!
- Because I couldn't book my car before two week of the dates running out. But I couldn't get a date and had to check 3 times a day.
- booking system is very confusing
- Booking system needs brought in line with new vehicle weights. Light Good, Medium heavy, heavy
- Can't book HGV's. Have to pay & then ring centre for date. Then don't get date by e-mail
- Couldn't get a date close to my renewal date.
- Did not work time I used it
- I found it inflexible. It was difficult to go back and forward to check if everything was ok
- I tried 3 times to book an available test and there was a delay in finding out the time slots I picked were unavailable.
- I was told on the form that I could book the lorry test online but when I tried to do it I couldn't & then I had to phone up & get a ref number& then phone local test centre.
- It couldn't deal with disabled application. Had to phone
- It takes me to the very end of the booking then says there was an error so I ring DVA and am told its booked
- No appointments within a month of vehicle test in Craigavon, Armagh, Newry or Lisburn
- Not able to go into system immediately - had to wait until next day (for unknown reasons)
- not very user friendly
- Overall poor website layout- needs updating and made easier to access
- Poor search function. Says no available dates for certain searches e.g. any Friday which then came up as available using different search criteria. Very odd system

DVA Customer Satisfaction Survey 2014

Use of NI Direct (Motoring) website to gain information on DVA services (other than the on-line booking system) (Q4.5 to Q4.6)

Of the 407 respondents that reported having used NI Direct (Motoring) to gain information on DVA services (other than the on-line booking system) and provided details, most respondents (54.8%-223) indicated this was for driver licensing information. The next most popular search was for vehicle test information (26.5%-108), with 12% (49) of respondents searching for driver test information and contact information, with fewer than 5% (18) downloading forms.

Q4.5 Have you ever used the NI Direct (Motoring) website to gain information on DVA services (other than the on-line booking system)?

Answer Options	%	Count
Yes	25.3%	410
No	74.7%	1209
Total	100%	1619

Q4.6 What were your reasons for accessing the DVA information on NI Direct (Motoring)?

Answer Options	%	Count
Driver Licensing information	54.8%	223
Vehicle Testing information	26.5%	108
Driver Testing information	6.2%	25
Contact information (e.g. e-mail address, telephone number, etc)	5.8%	24
Bus & Taxi Licensing	0.8%	3
Links to other websites	0.5%	2
To download forms	4.4%	18
Other	1.1%	4
Total	100%	407

DVA Customer Satisfaction Survey 2014

Satisfaction with NI Direct (Motoring) website to access DVA information (Q4.7 to Q4.8)

Just over 33% (135) of respondents were 'very satisfied' and 59.9% (242) were 'satisfied' with the NI Direct (Motoring) website for accessing DVA information. Just below 7% (27) were either 'very dissatisfied' or 'dissatisfied'.

The highest level of satisfaction reported by respondents was in respect of 'The presentation of the website', with just over 95% (385) reporting being 'very satisfied' (31.9% - 128) or 'satisfied' (63.8% - 257), and less than 5% (17) of respondents being 'very dissatisfied' or 'dissatisfied'.

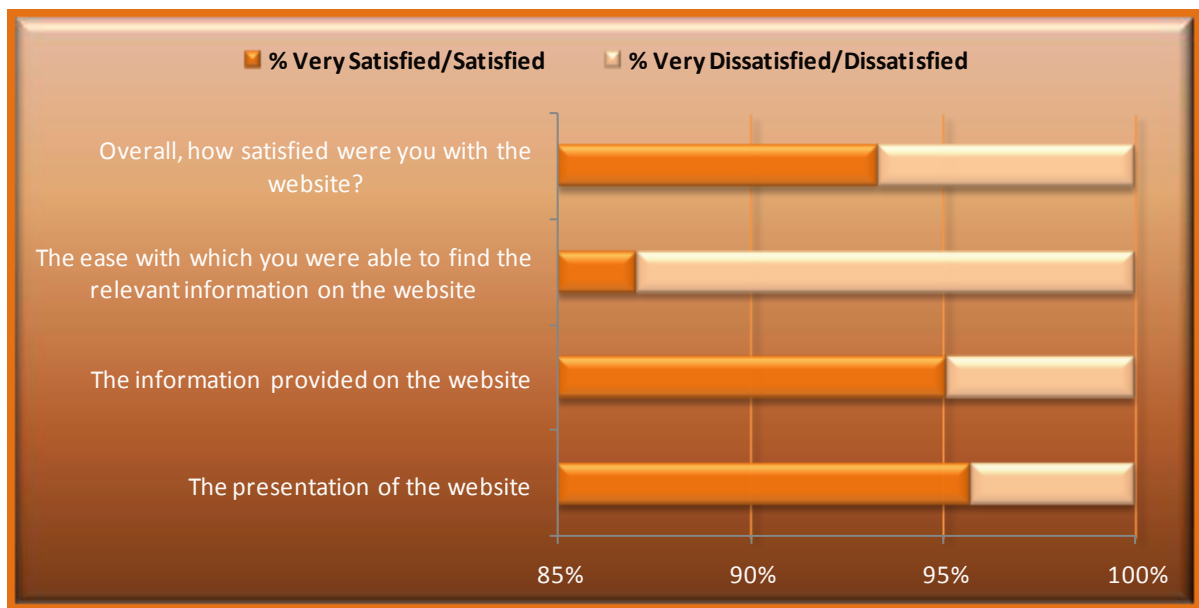
The highest reported level of dissatisfaction related to 'The ease with which you were able to find the relevant information on the website', with just over 12% (52) of respondents reporting being either 'very dissatisfied' or 'dissatisfied', and 87% (353) being 'very satisfied' or 'satisfied'.

Q4.7 Thinking about using the NI Direct (Motoring) website to access DVA information, how satisfied/dissatisfied were you with the following?

Answer Options	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Count
The presentation of the website	128	257	14	3	403
The information provided on the website	148	237	15	5	405
The ease with which you were able to find the relevant information on the website	125	228	44	8	404
Overall, how satisfied were you with the website?	135	242	24	3	404

Answer Options	% Very Satisfied	% Satisfied	% Dissatisfied	% Very Dissatisfied	% Total
The presentation of the website	31.9%	63.8%	3.4%	0.8%	100%
The information provided on the website	36.6%	58.5%	3.7%	1.1%	100%
The ease with which you were able to find the relevant information on the website	30.8%	56.3%	10.9%	1.9%	100%
Overall, how satisfied were you with the website?	33.4%	59.9%	5.9%	0.8%	100%

DVA Customer Satisfaction Survey 2014



Q4.8 If you were dissatisfied/very dissatisfied with any of the above, please tell us why?

Overall 51 customers commented on their dissatisfaction using the NI Direct (motoring) website to access DVA information (3.1% of respondents).

Many customer comments related to the how confusing the NI Direct system was, that it was poorly designed and difficult to use and find the exact information they were looking for.

A selection of responses is detailed below.

- Can be difficult to locate forms etc;
- Couldn't get local test centre number;
- Difficult to navigate;
- Does not give relevant contact phone numbers;
- Finding how to exchange a UK passport for a NI one is very complicated. I didn't expect to find Great Britain in the list of foreign countries;
- Had to ring to find out cost of test;
- Had to search a bit for appropriate information;
- I found it hard to find some information on testing and found it easier to type it into goggle and let it find it;
- I was trying to find out what needed to be done to do a bus driving test(PCV) licensing but I needed to do the test in England on a NI driving license. I was told conflicting advice on the phone and was not able to find a definitive answer on the website;
- I was trying to look for information regarding the changes to the new DVA offices in Swansea but I couldn't find anything. I could not also find an address for the new DVA website or address in Swansea;
- I was unable to find the information I needed in relation to sitting a trailer test. Also when I phoned I was given the wrong number for booking my test;
- If you search for an item it brings up too many options (pages in fact) too complicated;
- In some cases the website was hard to navigate;
- Information was often hard to find and it has a very old design;

DVA Customer Satisfaction Survey 2014

> Your overall view of DVA services <

I was treated fairly by the DVA (Q5.1)

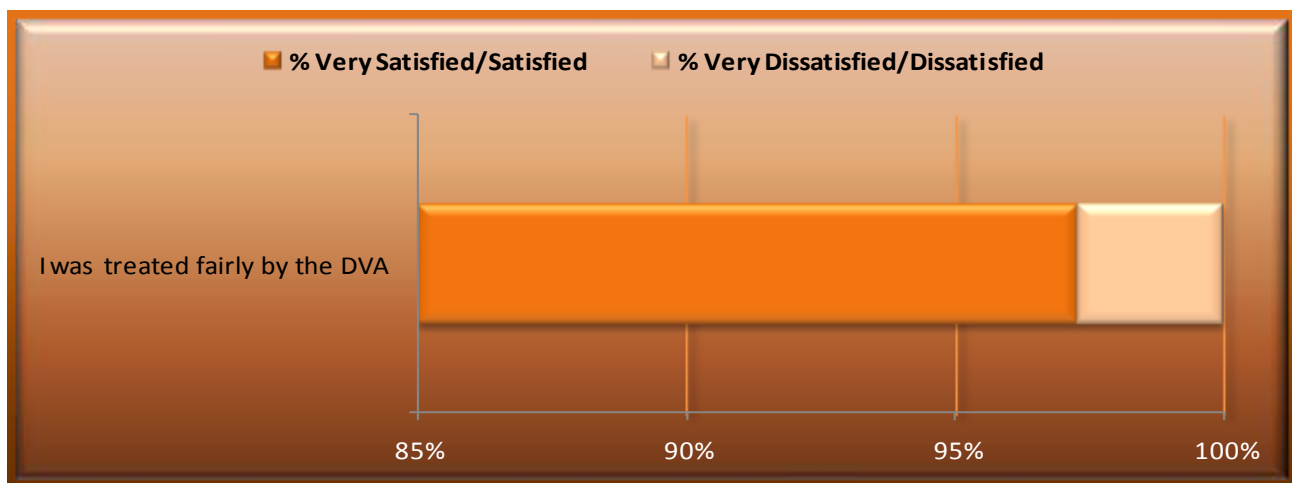
When asked if they were treated fairly by the DVA, over 52% (856) 'strongly agree' and 44.6% (723) 'agree' this was the case, giving a total of just over 97% (1579) of all respondents in agreement that they had been treated fairly.

Less than 3% (44) of all respondents 'disagreed' or 'strongly disagreed' they had been fairly treated by the DVA.

Q5.1 Thinking about your overall contact with the DVA in the last year, to what extent do you agree/disagree with the following statement?

Answer Options	Strongly Agree	Agree	Disagree	Strongly Disagree	Count
I was treated fairly by the DVA	856	723	28	16	1623

Answer Options	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Total
I was treated fairly by the DVA	52.7%	44.6%	1.7%	1.0%	100%



Q5.2 If you disagreed/strongly disagreed with the above statement, please tell us why?

Overall 43 customers commented that they felt there were not fairly treated by the DVA (2.6% of respondents).

Many customer comments related to having failed a driver or vehicle test, or having experienced poor attitude, advice, service or processes.

A selection of responses is detailed below.

- Although the car passed it appeared the staff was disappointed. I wonder why? Targets are by nature iniquitous and engender low morale in employees;
- As stated earlier and when asked for a date soon was told none available for 6 weeks, left centre back home in 10 mins and rang and asked for any closer dates and was told yes 4 available, why could girl at desk not tell me this;
- Because of the error of one day and losing a month's MOT. Again not the staff but the system;
- Car failed. Light showing on dash which did not affect the road worthiness of the car. This cost me the price of a retest;
- DVA have removed the facility to visit an office here in NI to resolve difficulties, which is basically the removal of any advice to us in the country;
- Fail in Ballymena, pass in Coleraine 2 days later, no extra work done and passed;
- Failed car over something that could have been simply adjusted on the spot;
- Failed for dirty brake pipe and suspension component which was within standard for wear; Checked by another test centre staff member who said it was not a fail;
- Got no response to my letter, rang up Coleraine, woman I spoke with on the phone was very ignorant;
- Had to pay a fine for late payment of car tax due to not receiving a reminder;
- Had to wait 3 weeks after MOT ran out to get a test;
- I believe I did not have a fair run in my test by the examiner;
- I believe in my first attempt at my driving test I was marked too harshly;

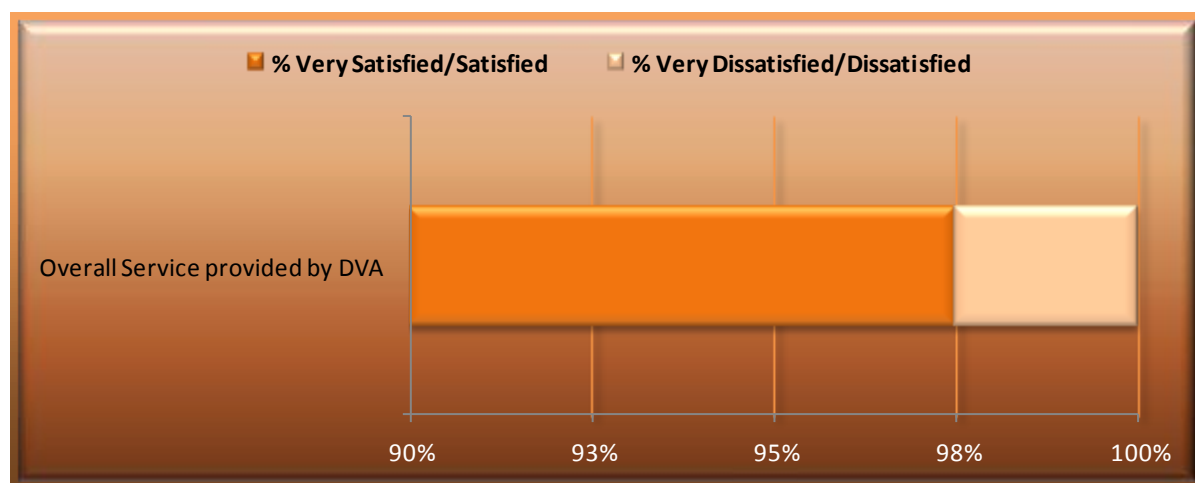
DVA Customer Satisfaction Survey 2014

Overall satisfaction with service provided by the DVA (Q5.3)

When asked, 'taking everything into consideration, how satisfied/dissatisfied were you with the overall service provided by the DVA in the last year', just over 97% of all customers were 'very satisfied' (55.2% - 896) or 'satisfied' (42.3% - 686), with 2.6% (41) 'very dissatisfied' or 'dissatisfied'.

Q5.3 Taking everything into consideration, how satisfied/dissatisfied were you with the overall service provided by the DVA in the last year?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Count
Count	896	686	28	13	1623
%	55.2%	42.3%	1.8%	0.8%	100%



Q5.4 If you were dissatisfied/very dissatisfied with the overall service, please tell us why?

Overall 34 customers commented on mostly on their dissatisfaction with DVA services (2.1% of respondents).

Responses mostly reflected dissatisfaction with having failed a driver or vehicle test, and the poor attitude of dva staff experienced by a small number of customers

A selection of responses is detailed below.

- Light showing on dash which did not affect the road worthiness of the car. This cost me the price of a retest;
- Everywhere I go it appears everyone forgets who pays their wages and in this case reward only comes from failure! Serving the public should not be adversarial;
- General workforce (smiley face sign) office staff (grumpy face sign);
- I had to wait a very long time to have my licence renewed;
- Lack of available appointments for vehicle tests during July at 4 closest centres

> Improving DVA services <

The DVA is committed to providing a high standard of service to its customers, and has set challenging targets for service provision, seeking to turn around as high a proportion of transactions within as short a period as possible.

In this section respondents were asked to indicate what they would consider to be an acceptable time (in days) to provide various services to customers. These were open questions, options were not provided and respondents were free to write in whatever time period they thought reasonable. They were also asked to provide feedback on various methods of providing customers with information, and on ways to improve the service provided by the DVA

Q6.1 a To send out ordinary driver licences within _____ working days (Current target: To dispatch 95% of driver licences within 10 working days)

Over half (53.2% - 798) of 1499 respondents that replied to this question indicated that 10 days was an acceptable time period for the DVA to send out ordinary driver licences. The next most common replies were 7, 14 and 5 days, with 21.1% (316), 11.0% (165) and 8.4% (127) of respondents respectively.

Q6.1 b To provide customers a vehicle test (MOT) within _____ days of application (Current target: 92% of all applications appointed within 21 days or on request at a later date)

Just over 1 in 5 (21% - 320) of 1524 respondents agreed with the DVA that 21 days was a reasonable timescale for making a vehicle test (MOT) appointment from the application date. 14 days was the most common preference for 36.4% (554) of respondents, with 15.7% (239) of respondents reporting 10 days for this target.

Q6.1 c To provide customers a driving test within _____ days of application (Current target: 92% of all applications appointed within 28 days or on request at a later date)

Just over 3 in 10 (30.7% - 435) respondents thought 28 days after initial application was a reasonable number of days in which to provide customers with a driving test. The most common preferences after this were 21 days (20.1% - 285), 14 days (18.5% - 262) and 10 days (7.8% - 110).

Q6.1 d To send out taxi driver licences within _____ working days (Current target: To dispatch 95% of taxi driver licences within 10 working days)

Almost 60% (729) of respondents indicated that 10 working days was a reasonable time to send out taxi driver licences. Just over 15% (193) thought this could be achieved in 7 days and 6.4% (80) in 5 days.

DVA Customer Satisfaction Survey 2014

Preferred method of communication from DVA (Q6.2¹)

When asked which method(s) would you like the DVA to provide you with information that might affect you as a driver or vehicle keeper, letters/reminder letters were the most popular reply accounting for just over 7 in 10 (71.9% - 1186) of all responses. This was followed by e-mail and the NI Direct Website, accounting for 48.4% (798) and 33.8% (557) of all responses respectively.

Q6.2 Which method(s) would you like the DVA to use to provide you with information that might affect you as a driver or vehicle keeper?

Answer Options	Responses	% of respondents
NI Direct website	557	33.8%
E-mail	798	48.4%
Letters/Reminder Letters	1186	71.9%
Information leaflets	364	22.1%
Telephone	203	12.3%
Mobile phone text messaging	476	28.9%
Television	432	26.2%
Radio	274	16.6%
Newspapers	319	19.4%
Posters	235	13.7%

¹ Percentages do not sum to 100% as respondents can provide more than one response.

Preferred option for improving customer service (Q6.3²)

In terms of improving services, just over half of all respondents suggested 'Extended opening hours' (834 - 50.5%), followed by 'On-line transactions for driving licenses' (686 - 41.6%) and 'Fast Track facility' (570 - 34.6%). 'ID checking for driving licences at MOT centres' accounted for just over 1 in 4 responses (491 - 29.8%).

Q6.3 Which of the following would you consider important for improving customer service?

Answer Options	Responses	% of Respondents
Extended opening hours	834	50.5%
On-line transactions for driving licences	686	41.6%
Fast Track facility (at an additional cost)	570	34.6%
Taxi plates available at MOT centres	133	8.1%
ID checking for driving licences at MOT centres	491	29.8%
Other	86	5.2%

² Percentages do not sum to 100% as respondents can provide more than one response.

About you (Q7.1 to Q7.6)

The final section of the questionnaire collected some demographic information about customers that replied to the survey. This information can be used to assess variations in responses between different groups and provides the agency with a detailed profile of their survey customers.

Gender

In 2014, just over 58% of respondents were male and 42% were female.

Age

Over half the respondents were in age band 31-60 (54.2%), with 5.3% aged 16-21 and just over 32% aged 61 or older.

Marital Status

The majority of respondents were Married or in a Civil Partnership (64.8%), 23.3% were single and almost 12% were Divorced/Separated or Widowed.

Religion

The religion split in 2014 was 49% Protestant, 39% Catholic, and 12% who indicated they had 'None/Other' religion.

Long Term Disability Illness

6 in every 50 respondents (12%) reported having a long-term illness or disability.

Caring Responsibility

Almost 8 in every 10 (76%) respondents had caring responsibility for a child or children, with 1 in 10 (10%) having caring duties for a person with a disability.

DVA Customer Satisfaction Survey 2014

Equality profile of DVA Survey Respondents 2014 and 2011

Category	Survey 2014 (%)	Survey 2011 (%)
Gender		
Male	58.1%	53.9%
Female	41.9%	45.5%
Age		
16-21	5.3%	3.2%
22-30	8.2%	10.4%
31-44	21.4%	25.5%
45-60	32.8%	33.3%
61-69	15.4%	15.7%
70+	16.9%	12.0%
Marital Status		
Married/Civil Partnership	64.8%	65.5%
Single	23.3%	22.1%
Divorced/Separated	6.1%	7.8%
Widowed	5.8%	4.7%
Religion		
Protestant	49%	52.6%
Catholic	39%	37.6%
Other/None	12%	9.8%
Long Term Disability/Illness		
	12%	14.3%
Caring Responsibility		
Child/Children	76%	78.6%
Person with Disability	10%	18.0%

APPENDIX II
VOLUMES & SAMPLE

DVA Customer Satisfaction Survey 2014

DRIVER LICENSING			
(A) ORDINARY LICENCES	Volumes	%	Sample
Ordinary First Licence	25,792	12	118
Exchange of Surrendered Licence	5,503	3	25
Conversion of Provisional to Full	24,269	11	111
Replacement/Duplicate Licences	20,995	10	96
Name & Address Change	26,165	12	119
Renewals to Over 70's	37,767	17	172
Medical Renewals	5,915	3	27
Expiry/Optional Renewal	56,558	26	258

(B) VOCATIONAL LICENCES			
Ordinary First Licence	1,905	1	6
Conversion of Provisional to Full	1,305	1	6
Replacement/Duplicate/Exchange Licences	1,790	1	8
Name & Address Change	1,830	1	8
Renewal Licences	8,260	4	38

TOTAL LICENCES	218,054	100	994
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ROAD AND TRANSPORT LICENSING			
(A) PSV LICENCES	Volumes	%	Sample
Taxi			
Taxi Plates	9,739	63	44
Omnibus			
Licenses Issued	2,121	14	10
Miscellaneous			
Duplicate Licences	0	0	0
Duplicate Discs	0	0	0

(B) TAXI DRIVER LICENCE			
First Licence	866	6	4
Renewal	1,616	10	7
Duplicate	146	1	1
Duplicate Badge	145	1	1

(C) TAXI OPERATOR LICENCES ISSUED – SMALL OPERATOR			
1 – Year	166	1	1
2 – Year	190	1	1
3 - Year	120	1	1
TAXI OPERATOR LICENCES ISSUED – LARGE OPERATOR			
1 – Year	149	1	1
2 – Year	36	0	0

DVA Customer Satisfaction Survey 2014

3 – Year	35	0	0
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(D) ROAD SERVICE LICENCES			
Operator	211	1	1
Vehicles			
Add Veh Amdt			
Cross-Border Authorisation (cons)			
Cross-Border Authorisation (fee)			
<i>Note: Vehicle numbers supplied for info only and don't form part of licence figures</i>			

(E) FREIGHT OPERATOR LICENCES			
First Licence	0	0	0
Renewal	0	0	0
Reduced Fee Licence	0	0	0
Cert of Qualification	0	0	0

(F) FREIGHT VEHICLE LICENCES			
Licences Issued	0	0	0
Reduced Fee Licences			

TOTAL LICENCES	15,540	100	71
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ADI LICENSING			
	Volumes	%	Sample
ADI Full Licences issued	289	97	1
ADI Trainee Licences issued	8	3	0

TOTAL LICENCES	297	100	1
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TOTAL LICENSING SAMPLE	233,891		1066
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VEHICLE TESTING			
	Volumes	%	Sample
VEHILCE TESTS – FULL TESTS			
Armagh	38,510	4	176
Ballymena	63,424	7	289
Belfast	89,838	10	409
Coleraine	59,653	7	272
Cookstown	51,281	6	234
Craigavon	59,012	7	269
Downpatrick	36,466	4	166
Enniskillen	39,930	5	182
Larne	37,170	4	169
Lisburn	57,333	7	261

DVA Customer Satisfaction Survey 2014

Londonderry	61,474	7	280
Mallusk	69,218	8	315
Newry	62,145	7	283
Newtownards	94,038	11	429
Omagh	37,049	4	169

Total	856,541	100	3904
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VEHICLE TESTS – RETESTS	Volumes	%	Sample
Armagh	7,935	5	36
Ballymena	14,280	8	65
Belfast	17,626	10	80
Coleraine	11,371	6	52
Cookstown	12,894	7	59
Craigavon	10,256	6	47
Downpatrick	6,916	4	32
Enniskillen	8,448	5	39
Larne	6,299	4	29
Lisburn	10,923	6	50
Londonderry	14,404	8	66
Mallusk	14,764	8	67
Newry	14,282	8	65
Newtownards	16,958	10	77
Omagh	8,531	5	39
Total	175,887	100	802

Total Vehicle Testing Sample	1,032,428		4706
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DRIVER TESTS	Volumes	%	Sample¹
Armagh	1,542	3	31
Ballymena	2,466	5	49
Belfast	12,079	24	241
Coleraine	2,736	5	55
Cookstown	3,441	7	69
Craigavon	4,887	10	97
Downpatrick	1,799	4	36
Enniskillen	1,512	3	30
Larne	3,585	7	71
Lisburn	2,313	5	46
Londonderry	4,425	9	88
Mallusk	564	1	11
Newry	2,725	5	54
Newtownards	3,213	6	64

DVA Customer Satisfaction Survey 2014

Omagh	2,867	6	57
Total	50,154	100	1000
¹ Boosted Sample			

Total Driver Testing Sample	50,154		1000
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Total (Volumes & Sample)	1,316,473		6772
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APPENDIX III

**SURVEY QUESTIONNAIRE, COVER LETTERS AND
UNWEIGHTED TABLES**

DVA Customer Satisfaction Survey 2014



CUSTOMER SATISFACTION SURVEY 2014

Please start at **Q1** below and follow the instructions at each question. This will help direct you through the questionnaire. Simply put a ✓ in the box that applies to your answer

1. Your contact with the DVA

Q1. The last time you were in contact with DVA which of the following services did you use?

(Please tick **ONE** box only)

- Driver Testing ₁
- Vehicle Testing ₂
- Driver Licensing ₃
- Bus & Taxi Licensing ₄
- Driving / Motorcycle Instructor Licensing ₅
-

Go to Q2.1

2. Written contact with the DVA

Q2.1 Have you written to or e-mailed the DVA within the last year?

Yes ₁ → **Go to Q2.2**

No ₂ → **Go to Q3.1**

Q2.2 Have you received a response from the DVA regarding your written/e-mailed query?

Yes ₁ → **Go to Q2.3**

No ₂ → **Go to Q3.1**

Q2.3 Thinking about the last time you wrote to or e-mailed the DVA how satisfied/dissatisfied were you with the following?

(Please tick **ONE** box on each line)

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
The length of time taken to respond to your initial letter/e-mail	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
The clarity of response received	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
The quality of any information supplied with the response (e.g letters, forms, etc)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Overall, how satisfied were you with the way your written/e-mailed enquiry was handled?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄

Q2.4 If you were dissatisfied/very dissatisfied with any of the above, please tell us why.

3. Personal visits to DVA premises

Q3.1 Have you visited any DVA premises for a vehicle test or driving test within the last year?

Yes ₁ → **Go to Q3.2**

No ₂ → **Go to Q3.9**

Q3.2 The last time you visited the DVA for a test, was it for a.....

(Please tick **ONE** box only)

Driving Test	<input type="checkbox"/> ₁	Vehicle Test – Full Test	<input type="checkbox"/> ₂	Vehicle Test – Retest	<input type="checkbox"/> ₃
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Q3.3 Thinking about the last time you visited the DVA for a test, which centre did you attend?

(Please tick **ONE** box only)

Armagh	<input type="checkbox"/> ₁	Ballymena	<input type="checkbox"/> ₂	Belfast	<input type="checkbox"/> ₃	Coleraine	<input type="checkbox"/> ₄
Cookstown	<input type="checkbox"/> ₅	Craigavon	<input type="checkbox"/> ₆	Downpatrick	<input type="checkbox"/> ₇	Enniskillen	<input type="checkbox"/> ₈
Larne	<input type="checkbox"/> ₉	Lisburn	<input type="checkbox"/> ₁₀	Londonderry	<input type="checkbox"/> ₁₁	Mallusk	<input type="checkbox"/> ₁₂
Newry	<input type="checkbox"/> ₁₃	Newtownards	<input type="checkbox"/> ₁₄	Omagh	<input type="checkbox"/> ₁₅		

Q3.4 Thinking about the last time you visited the DVA for a test, how satisfied/dissatisfied were you with the following?

(Please tick **ONE** box on **each line**)

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
The time spent queuing	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
The test procedures	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
The politeness and courtesy shown by the examiner	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Overall, how satisfied were you with how your test was handled?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄

3. Personal visits to DVA premises

Q3.5 If you were dissatisfied/very dissatisfied with any of the above, please tell us why.

Q3.6 Again, thinking about the last time you visited the DVA for a test, how satisfied / dissatisfied were you with the following?

(Please tick **ONE** box on **each** line)

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not Applicable
The facilities available to customers at DVA premises (e.g. waiting area, etc)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
Disabled facilities at DVA premises (e.g. access ramps, etc)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

Q3.7 If you were dissatisfied/very dissatisfied with any of the above, please tell us why.

Q3.8 If an appointment for a vehicle test/driving test was not available at your chosen test centre please indicate how satisfied you would be if offered an appointment at the nearest available test centre.

(Please tick **ONE** box only)

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄

Q3.9 Have you visited any DVA premises within the last year (for any reason other than for a vehicle test or driving test)?

Yes ₁ → **Go to Q3.10**

No ₂ → **Go to Q4.1**

Q3.10 The last time you visited the DVA (for any reason other than for a vehicle test or driving test), where did you go?

3. Personal visits to DVA premises

- Local Test Centre ₁ → **Go to Q3.11**
- Road Transport Licensing Division
(Corporation Street) ₂ → **Go to Q3.12**
- Other, please specify _____ ₃ → **Go to Q3.12**

Q3.11 Which Test Centre did you attend the last time you visited the DVA?

(Please tick **ONE** box only)

Armagh	<input type="checkbox"/> ₁	Ballymena	<input type="checkbox"/> ₂	Belfast	<input type="checkbox"/> ₃	Coleraine	<input type="checkbox"/> ₄
Cookstown	<input type="checkbox"/> ₅	Craigavon	<input type="checkbox"/> ₆	Downpatrick	<input type="checkbox"/> ₇	Enniskillen	<input type="checkbox"/> ₈
Larne	<input type="checkbox"/> ₉	Lisburn	<input type="checkbox"/> ₁₀	Londonderry	<input type="checkbox"/> ₁₁	Mallusk	<input type="checkbox"/> ₁₂
Newry	<input type="checkbox"/> ₁₃	Newtownards	<input type="checkbox"/> ₁₄	Omagh	<input type="checkbox"/> ₁₅		

Q3.12 Thinking about the last time you visited the DVA (for any reason other than for a vehicle test or driving test) how satisfied/dissatisfied were you with the following?

(Please tick **ONE** box one **each line**)

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
The time spent queuing	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
The ability of counter staff to deal with your query	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
The politeness and courtesy shown by the staff	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
The quality of the information you received	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
The length of time it took to resolve your query (Please leave blank if query still to be resolved)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Overall, how satisfied were you with how your visit to the DVA was handled?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄

3. Personal visits to DVA premises

Q3.13 If you were dissatisfied/very dissatisfied with any of the above, please tell us why.

Q3.14 Again, thinking about the last time you visited the DVA (for any reason other than for a vehicle test or driving test) how satisfied/dissatisfied were you with the following?

(Please tick **ONE** box on **each** line)

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not Applicable
The facilities available to customers at DVA premises (e.g. waiting area, etc)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
Disabled facilities at DVA premises (e.g. access ramps, etc)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

Q3.15 If you were dissatisfied/very dissatisfied with any of the above, please tell us why.

4. Online access to DVA services

Q4.1 Have you ever used DVA on-line booking service (for driving tests/vehicle tests)?

Yes ₁ → **Go to Q4.2**

No ₂ → **Go to Q4.5**

Q4.2 Why did you use the on-line booking service?

(Please tick **ALL** that apply)

To book a driving test <input type="checkbox"/> ₁	To book a vehicle test <input type="checkbox"/> ₂
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Q4.3 Overall, how satisfied were you with the on-line booking system?

(Please tick **ONE** box only)

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄

Q4.4 If you were dissatisfied/very dissatisfied with the on-line booking system, please tell us why.

Q4.5 Have you ever used the NI Direct (Motoring) website to gain information on DVA services (other than the on-line booking system)?

Yes ₁ → **Go to Q4.6**

No ₂ → **Go to Q5.1**

Q4.6 What were your reasons for accessing the DVA information on NI Direct (Motoring)?

(Please tick **ALL** that apply)

Driver Licensing information <input type="checkbox"/> ₁	Vehicle Testing information <input type="checkbox"/> ₂
Driver Testing information <input type="checkbox"/> ₃	Contact information (e.g. e-mail address, telephone number, etc) <input type="checkbox"/> ₄
Bus & Taxi Licensing <input type="checkbox"/> ₅	Links to other websites <input type="checkbox"/> ₆
To download forms <input type="checkbox"/> ₇	Other, please specify _____ ₈

4. Online access to DVA services

Q4.7 Thinking about using the NI Direct (Motoring) website to access DVA information, how satisfied/dissatisfied were you with the following?

(Please tick **ONE** box on **each line**)

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
The presentation of the website	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
The information provided on the website	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
The ease with which you were able to find the relevant information on the website	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Overall, how satisfied were you with the website?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

Q4.8 If you were dissatisfied/very dissatisfied with any of the above, please tell us why.

5. Your overall view of DVA services

Q5.1 Thinking about your overall contact with the DVA in the last year, to what extent do you agree/disagree with the following statement?

(Please tick **ONE** box only)

	Strongly Agree	Agree	Disagree	Strongly Disagree
I was treated fairly by the DVA	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

Q5.2 If you disagreed/strongly disagreed with the above statement, please tell us why.

Q5.3 Taking everything into consideration, how satisfied/dissatisfied were you with the overall service provided by the DVA in the last year?

(Please tick **ONE** box only)

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

Q5.4 If you were dissatisfied/very dissatisfied with the overall service, please tell us why.

6. Improving DVA Services

The DVA is committed to providing a high standard of service to its customers. The Agency has therefore set challenging targets for service provision, seeking to turn around as high a proportion of transactions within as short a period as possible. We are keen to find out what you, the customer, feel would be reasonable turnaround times for some of our major transactions.

Q6.1 Please indicate what you would consider to be an acceptable time (in days) for DVA to provide the following services to customers.

(Please **write** your answers in the **space provided**)

- a. To send out ordinary driver licences within _____ working days
(Current target: To dispatch 95% of driver licences within 10 working days)
- b. To provide customers a vehicle test (MOT) within _____ days of application
(Current target: 92% of all applications appointed within 21 days or on request at a later date)
- c. To provide customers a driving test within _____ days of application
(Current target: 92% of all applications appointed within 28 days or on request at a later date)
- d. To send out taxi driver licences within _____ working days
(Current target: To dispatch 95% of taxi driver licences within 10 working days)

Q6.2 Which method(s) would you like the DVA to use to provide you with information that might affect you as a driver or vehicle keeper?

(Please tick **ALL** that apply)

NI Direct website	<input type="checkbox"/> ₁	E-mail	<input type="checkbox"/> ₂
Letters/Reminder Letters	<input type="checkbox"/> ₃	Information leaflets	<input type="checkbox"/> ₄
Telephone	<input type="checkbox"/> ₅	Mobile phone text messaging	<input type="checkbox"/> ₆
Television	<input type="checkbox"/> ₇	Radio	<input type="checkbox"/> ₈
Newspapers	<input type="checkbox"/> ₉	Posters	<input type="checkbox"/> ₁₀

Q6.3 Which of the following would you consider important for improving customer service?

(Please tick **ALL** that apply)

Extended opening hours	<input type="checkbox"/> ₁	On-line transactions for driving licences	<input type="checkbox"/> ₂
Fast Track facility (at an additional cost)	<input type="checkbox"/> ₃	Taxi plates available at MOT centres	<input type="checkbox"/> ₄
ID checking for driving licences at MOT centres	<input type="checkbox"/> ₅		
Other, please specify _____ ₆			

The DVA is required to monitor how its services impact on various groups specified under Section 75 of the Northern Ireland Act. Please take time to answer the following questions

The answers to these questions are voluntary, but note that the survey is completely anonymous and the information you provide will only be used to improve the service to our customers

Q7.1 Which age group do you belong to?

16-21	<input type="checkbox"/> ₁	22-30	<input type="checkbox"/> ₂	31-44	<input type="checkbox"/> ₃	45-60	<input type="checkbox"/> ₄	61-69	<input type="checkbox"/> ₅	70+	<input type="checkbox"/> ₆
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Q7.2 Are you.....

Male	<input type="checkbox"/> ₁	Female	<input type="checkbox"/> ₂
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Q7.3 What is your current marital status?

Single	<input type="checkbox"/> ₁	Married/Civil Partnership	<input type="checkbox"/> ₂
Divorced/Separated/Civil Partnership dissolved	<input type="checkbox"/> ₃	Widowed	<input type="checkbox"/> ₄

Q7.4 Have you primary responsibility for care of any of the following dependants?

(Please tick **ALL** that apply)

Care of a child/children	<input type="checkbox"/> ₁
Care of a person with a disability	<input type="checkbox"/> ₂
Care of an elderly person	<input type="checkbox"/> ₃

Q7.5 Do you have a long-standing illness, disability or infirmity? (By long-standing we mean anything that has troubled you over a period of time or is likely to affect you over a period of time).

Yes	<input type="checkbox"/> ₁	No	<input type="checkbox"/> ₂
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Q7.6 What is your religion, even if you are not currently practising?

Catholic	<input type="checkbox"/> ₁	Protestant	<input type="checkbox"/> ₂
Other Religion	<input type="checkbox"/> ₃	No Religion	<input type="checkbox"/> ₄

Thank you for taking part in this survey.

Please put the questionnaire in the envelope provided (*no stamp is required*) and place it in a post box.



Central Survey Unit

McAuley House
2-14 Castle Street
BELFAST BT1 1SY

Telephone: 02890 348200
Fax: 02890 348206

Date as postmark

Dear «Title» «Surname»,

Driver & Vehicle Agency Customer Satisfaction Survey 2014

As part of its continual commitment to improving its service, the Driver and Vehicle Agency (DVA) is undertaking a survey of its customers to discover their views on the quality of service received.

The survey is being carried out independently by the Central Survey Unit (CSU) of the Northern Ireland Statistics & Research Agency (NISRA) on behalf of the DVA. The survey was last carried out in 2011 and the questionnaire has since been refined and updated to reflect recent changes in the services provided by the DVA in Northern Ireland.

As someone who has recently had a driving test, you have been randomly selected to take part in this survey. I would be grateful if you would take a few minutes to complete the short questionnaire enclosed and return it at your earliest convenience, or by **Friday 3rd October**, in the prepaid envelope provided.

As the survey needs to represent all of DVA's customers 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 questionnaire is anonymous and its completion voluntary. All information given will be treated with the strictest confidence and no individual can, or will be, named or identified in any way.

If you have any queries about any aspect of the survey, please feel free to contact Dermot Donnelly (02890 348213) or Stephen Clarke (02890 348252) at CSU.

I do hope you will take part.

Thank you in advance for your help.

Yours sincerely

A handwritten signature in black ink, appearing to read "Dermot Donnelly", is written over a horizontal line.

Dermot Donnelly
Survey Manager



Central Survey Unit

McAuley House
2-14 Castle Street
BELFAST BT1 1SY

Telephone: 02890 348200
Fax: 02890 348205

Date as postmark

Dear «Title» «Surname»,

Driver & Vehicle Agency Customer Satisfaction Survey 2014

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The survey is being carried out independently by the Central Survey Unit (CSU) of the Northern Ireland Statistics & Research Agency (NISRA) on behalf of the DVA. The survey was last carried out in 2011 and the questionnaire has since been refined and updated to reflect recent changes in the services provided by the DVA in Northern Ireland.

As someone who has recently contacted DVA regarding your driving licence or taxi/freight operator licence, you have been randomly selected to take part in this survey. I would be grateful if you would take a few minutes to complete the short questionnaire enclosed and return it at your earliest convenience, or by **Friday 3rd October**, in the prepaid envelope provided.

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Yours sincerely

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Dermot Donnelly
Survey Manager



Central Survey Unit

McAuley House
2-14 Castle Street
BELFAST BT1 1SY

Telephone: 02890 348200
Fax: 02890 348203

Date as postmark

Dear «Title» «Surname»,

Driver & Vehicle Agency Customer Satisfaction Survey 2014

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The survey is being carried out independently by the Central Survey Unit (CSU) of the Northern Ireland Statistics & Research Agency (NISRA) on behalf of the DVA. The survey was last carried out in 2011 and the questionnaire has since been refined and updated to reflect recent changes in the services provided by the DVA in Northern Ireland.

As someone who has recently had a vehicle test, you have been randomly selected to take part in this survey. I would be grateful if you would take a few minutes to complete the short questionnaire enclosed and return it at your earliest convenience, or by **Friday 3rd October**, in the prepaid envelope provided.

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Dermot Donnelly
Survey Manager

Unweighted Tables

What is the category letter on the front page of the questionnaire?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	D	170	10.3	10.3	10.3
	V	1251	75.9	75.9	86.2
	L	228	13.8	13.8	100.0
	Total	1649	100.0	100.0	

Q1. The last time you were in contact with DVA which of the following services did you use?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Driver Testing	190	11.5	11.5	11.5
	Vehicle Testing	1217	73.8	73.8	85.3
	Driver Licensing	193	11.7	11.7	97.0
	Bus & Taxi Licensing	4	.2	.2	97.3
	Driver/Motorcycle Instructor Licensing	8	.5	.5	97.8
	Unanswered	37	2.2	2.2	100.0
	Total	1649	100.0	100.0	

Q2.1 Have you written to or e-mailed the DVA within the last year?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	200	12.1	12.1	12.1
	No	1428	86.6	86.6	98.7
	Unanswered	21	1.3	1.3	100.0
	Total	1649	100.0	100.0	

Q2.2 Have you received a response from the DVA regarding your written/e-mailed query?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	183	11.1	91.5	91.5
	No	14	.8	7.0	98.5
	Unanswered	3	.2	1.5	100.0
	Total	200	12.1	100.0	
Missing	System	1449	87.9		
Total		1649	100.0		

Q2.3 Thinking about the last time you wrote to or e-mailed the DVA how satisfied/dissatisfied were you with the following?					
The length of time taken to respond to your initial letter/email					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	99	6.0	54.1	54.1
	Satisfied	73	4.4	39.9	94.0
	Dissatisfied	4	.2	2.2	96.2
	Very dissatisfied	6	.4	3.3	99.5
	Unanswered	1	.1	.5	100.0
	Total	183	11.1	100.0	
Missing	System	1466	88.9		

Total	<i>1649</i>	<i>100.0</i>		
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The clarity of response received.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	<i>100</i>	<i>6.1</i>	<i>54.6</i>	<i>54.6</i>
	Satisfied	<i>64</i>	<i>3.9</i>	<i>35.0</i>	<i>89.6</i>
	Dissatisfied	<i>3</i>	<i>.2</i>	<i>1.6</i>	<i>91.3</i>
	Very dissatisfied	<i>8</i>	<i>.5</i>	<i>4.4</i>	<i>95.6</i>
	Unanswered	<i>8</i>	<i>.5</i>	<i>4.4</i>	<i>100.0</i>
	Total	<i>183</i>	<i>11.1</i>	<i>100.0</i>	
Missing	System	<i>1466</i>	<i>88.9</i>		
Total		<i>1649</i>	<i>100.0</i>		

The quality of any information supplied with the response (eg letters, forms etc.)					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	<i>93</i>	<i>5.6</i>	<i>50.8</i>	<i>50.8</i>
	Satisfied	<i>65</i>	<i>3.9</i>	<i>35.5</i>	<i>86.3</i>
	Dissatisfied	<i>6</i>	<i>.4</i>	<i>3.3</i>	<i>89.6</i>
	Very dissatisfied	<i>8</i>	<i>.5</i>	<i>4.4</i>	<i>94.0</i>
	Unanswered	<i>11</i>	<i>.7</i>	<i>6.0</i>	<i>100.0</i>
	Total	<i>183</i>	<i>11.1</i>	<i>100.0</i>	
Missing	System	<i>1466</i>	<i>88.9</i>		
Total		<i>1649</i>	<i>100.0</i>		

Overall, how satisfied were you with the way your written/e-mailed enquiry was handled?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	<i>99</i>	<i>6.0</i>	<i>54.1</i>	<i>54.1</i>
	Satisfied	<i>60</i>	<i>3.6</i>	<i>32.8</i>	<i>86.9</i>
	Dissatisfied	<i>5</i>	<i>.3</i>	<i>2.7</i>	<i>89.6</i>
	Very dissatisfied	<i>13</i>	<i>.8</i>	<i>7.1</i>	<i>96.7</i>
	Unanswered	<i>6</i>	<i>.4</i>	<i>3.3</i>	<i>100.0</i>
	Total	<i>183</i>	<i>11.1</i>	<i>100.0</i>	
Missing	System	<i>1466</i>	<i>88.9</i>		
Total		<i>1649</i>	<i>100.0</i>		

Q3.1 Have you visited any DVA premises for a vehicle test or driving test within the last year?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	<i>1490</i>	<i>90.4</i>	<i>90.4</i>	<i>90.4</i>
	No	<i>147</i>	<i>8.9</i>	<i>8.9</i>	<i>99.3</i>
	Unanswered	<i>12</i>	<i>.7</i>	<i>.7</i>	<i>100.0</i>
	Total	<i>1649</i>	<i>100.0</i>	<i>100.0</i>	

Q3.2 The last time you visited the DVA for a test, was it for a....?					
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		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Driving Test	181	11.0	12.1	12.1
	Vehicle Test - Full Test	1094	66.3	73.4	85.6
	Vehicle Test - Retest	163	9.9	10.9	96.5
	Unanswered	52	3.2	3.5	100.0
	Total	1490	90.4	100.0	
Missing	System	159	9.6		
Total		1649	100.0		

Q3.3 Thinking about the last time you visited the DVA for a test, which centre did you attend?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Armagh	62	3.8	4.2	4.2
	Ballymena	102	6.2	6.8	11.0
	Belfast	163	9.9	10.9	21.9
	Coleraine	110	6.7	7.4	29.3
	Cookstown	99	6.0	6.6	36.0
	Craigavon	97	5.9	6.5	42.5
	Downpatrick	67	4.1	4.5	47.0
	Enniskillen	77	4.7	5.2	52.1
	Larne	74	4.5	5.0	57.1
	Lisburn	104	6.3	7.0	64.1
	Londonderry	83	5.0	5.6	69.7
	Mallusk	90	5.5	6.0	75.7
	Newry	103	6.2	6.9	82.6
	Newtownards	167	10.1	11.2	93.8
	Omagh	79	4.8	5.3	99.1
	Unanswered	13	.8	.9	100.0
	Total	1490	90.4	100.0	
Missing	System	159	9.6		
Total		1649	100.0		

Q3.4 Thinking about the last time you visited the DVA for a test, how satisfied/dissatisfied were you with the following?

The time spent queuing

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	831	50.4	55.8	55.8
	Satisfied	601	36.4	40.3	96.1
	Dissatisfied	30	1.8	2.0	98.1
	Very dissatisfied	17	1.0	1.1	99.3
	Unanswered	11	.7	.7	100.0
	Total	1490	90.4	100.0	
Missing	System	159	9.6		
Total		1649	100.0		

The test procedures

		Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	Very satisfied	869	52.7	58.3	58.3
	Satisfied	555	33.7	37.2	95.6
	Dissatisfied	22	1.3	1.5	97.0
	Very dissatisfied	15	.9	1.0	98.1
	Unanswered	29	1.8	1.9	100.0
	Total		1490	90.4	100.0
Missing	System	159	9.6		
Total		1649	100.0		

The politeness and courtesy shown by the examiner					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	956	58.0	64.2	64.2
	Satisfied	454	27.5	30.5	94.6
	Dissatisfied	35	2.1	2.3	97.0
	Very dissatisfied	24	1.5	1.6	98.6
	Unanswered	21	1.3	1.4	100.0
	Total		1490	90.4	100.0
Missing	System	159	9.6		
Total		1649	100.0		

Overall, how satisfied were you with how your test was handled?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	936	56.8	62.8	62.8
	Satisfied	489	29.7	32.8	95.6
	Dissatisfied	27	1.6	1.8	97.4
	Very dissatisfied	17	1.0	1.1	98.6
	Unanswered	21	1.3	1.4	100.0
	Total		1490	90.4	100.0
Missing	System	159	9.6		
Total		1649	100.0		

Q3.6 Again, thinking about the last time you visited the DVA for a test, how satisfied/dissatisfied were you with the following?					
The facilities available to DVA customers at DVA premises (e.g. waiting area, etc)					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	468	28.4	31.4	31.4
	Satisfied	860	52.2	57.7	89.1
	Dissatisfied	64	3.9	4.3	93.4
	Very dissatisfied	21	1.3	1.4	94.8
	Not Applicable	61	3.7	4.1	98.9
	Unanswered	16	1.0	1.1	100.0
	Total		1490	90.4	100.0
Missing	System	159	9.6		
Total		1649	100.0		

Disabled facilities at DVA premises (eg access ramps etc)					

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	305	18.5	20.5	20.5
	Satisfied	382	23.2	25.7	46.1
	Dissatisfied	6	.4	.4	46.5
	Very dissatisfied	3	.2	.2	46.7
	Not Applicable	566	34.3	38.0	84.8
	Unanswered	227	13.8	15.2	100.0
	Total	1489	90.3	100.0	
Missing	Don't Know	1	.1		
	System	159	9.6		
	Total	160	9.7		
Total		1649	100.0		

Q3.8 If an appointment for a vehicle test/driving test was not available at your chosen test centre please indicate how satisfied you would be if offered an appointment at the nearest available test centre.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	265	16.1	17.8	17.8
	Satisfied	694	42.1	46.6	64.4
	Dissatisfied	277	16.8	18.6	83.0
	Very dissatisfied	102	6.2	6.8	89.8
	Unanswered	152	9.2	10.2	100.0
	Total	1490	90.4	100.0	
Missing	System	159	9.6		
Total		1649	100.0		

Q3.9 Have you visited any DVA premises within the last year (for any reason other than a vehicle test or driving test)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	87	5.3	5.3	5.3
	No	1529	92.7	92.7	98.0
	Unanswered	33	2.0	2.0	100.0
	Total	1649	100.0	100.0	

Q3.10 The last time you visited the DVA (for any reason other than a vehicle test or driving test), where did you go?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Local Test Centre	51	3.1	58.6	58.6
	Road Transport Licensing Division (Corporation Street)	11	.7	12.6	71.3
	Other	22	1.3	25.3	96.6
	Unanswered	3	.2	3.4	100.0
	Total	87	5.3	100.0	
Missing	System	1562	94.7		
Total		1649	100.0		

Q3.11 Which Test Centre did you attend the last time you visited the DVA?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Armagh	6	.4	11.8	11.8
	Ballymena	6	.4	11.8	23.5
	Belfast	5	.3	9.8	33.3
	Coleraine	4	.2	7.8	41.2
	Cookstown	3	.2	5.9	47.1
	Craigavon	5	.3	9.8	56.9
	Downpatrick	2	.1	3.9	60.8
	Enniskillen	4	.2	7.8	68.6
	Larne	1	.1	2.0	70.6
	Lisburn	4	.2	7.8	78.4
	Londonderry	2	.1	3.9	82.4
	Newry	3	.2	5.9	88.2
	Newtownards	2	.1	3.9	92.2
	Omagh	3	.2	5.9	98.0
	Unanswered	1	.1	2.0	100.0
Total	51	3.1	100.0		
Missing	System	1598	96.9		
Total		1649	100.0		

Q3.12 Thinking about the last time you visited the DVA (for any reason other than for a vehicle test or driving test) how satisfied/dissatisfied were you with the following?

The time spent queuing

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	38	2.3	43.7	43.7
	Satisfied	38	2.3	43.7	87.4
	Dissatisfied	5	.3	5.7	93.1
	Very dissatisfied	3	.2	3.4	96.6
	Unanswered	3	.2	3.4	100.0
	Total	87	5.3	100.0	
Missing	System	1562	94.7		
Total		1649	100.0		

The ability of counter staff to deal with your query

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	50	3.0	57.5	57.5
	Satisfied	24	1.5	27.6	85.1
	Dissatisfied	5	.3	5.7	90.8
	Very dissatisfied	4	.2	4.6	95.4
	Unanswered	4	.2	4.6	100.0
	Total	87	5.3	100.0	
Missing	System	1562	94.7		
Total		1649	100.0		

The politeness and courtesy shown by the staff

		Frequency	Percent	Valid Percent	Cumulative Percent

Valid	Very satisfied	50	3.0	57.5	57.5
	Satisfied	28	1.7	32.2	89.7
	Dissatisfied	5	.3	5.7	95.4
	Very dissatisfied	1	.1	1.1	96.6
	Unanswered	3	.2	3.4	100.0
	Total	87	5.3	100.0	
Missing	System	1562	94.7		
Total		1649	100.0		

The quality of the information you received					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	43	2.6	49.4	49.4
	Satisfied	33	2.0	37.9	87.4
	Dissatisfied	4	.2	4.6	92.0
	Very dissatisfied	3	.2	3.4	95.4
	Unanswered	4	.2	4.6	100.0
	Total	87	5.3	100.0	
Missing	System	1562	94.7		
Total		1649	100.0		

The length of time it took to resolve your query					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	39	2.4	44.8	44.8
	Satisfied	33	2.0	37.9	82.8
	Dissatisfied	5	.3	5.7	88.5
	Very dissatisfied	4	.2	4.6	93.1
	Unanswered	6	.4	6.9	100.0
	Total	87	5.3	100.0	
Missing	System	1562	94.7		
Total		1649	100.0		

Overall, how satisfied were you with how your visit to the DVA was handled?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	48	2.9	55.2	55.2
	Satisfied	26	1.6	29.9	85.1
	Dissatisfied	7	.4	8.0	93.1
	Very dissatisfied	3	.2	3.4	96.6
	Unanswered	3	.2	3.4	100.0
	Total	87	5.3	100.0	
Missing	System	1562	94.7		
Total		1649	100.0		

Q3.14 Again, thinking about the last time you visited the DVA (for any reason other than for a vehicle test or driving test) how satisfied/dissatisfied were you with the following?	
The facilities available to customers at DVA premises (e.g.waiting area, etc)	

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	30	1.8	34.5	34.5
	Satisfied	47	2.9	54.0	88.5
	Dissatisfied	3	.2	3.4	92.0
	Very dissatisfied	2	.1	2.3	94.3
	Unanswered	5	.3	5.7	100.0
	Total	87	5.3	100.0	
Missing	System	1562	94.7		
Total		1649	100.0		

Disabled facilities at DVA premises (eg access ramps, etc)					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	25	1.5	28.7	28.7
	Satisfied	21	1.3	24.1	52.9
	Dissatisfied	1	.1	1.1	54.0
	Not Applicable	29	1.8	33.3	87.4
	Unanswered	11	.7	12.6	100.0
	Total	87	5.3	100.0	
Missing	System	1562	94.7		
Total		1649	100.0		

Q4.1 Have you ever used DVA on-line booking service (for driving tests/vehicle tests)?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	969	58.8	58.8	58.8
	No	670	40.6	40.6	99.4
	Unanswered	10	.6	.6	100.0
	Total	1649	100.0	100.0	

Q4.2 Why did you use the online booking service?					
		Responses		Percent of Cases	
		N	Percent		
	To book a driving test	194	19.2%	20.1%	
	To book a vehicle test	817	80.8%	84.5%	
Total		1011	100.0%	104.6%	

Q4.3 Overall, how satisfied were you with the on-line booking system?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	636	38.6	65.6	65.6
	Satisfied	296	18.0	30.5	96.2
	Dissatisfied	24	1.5	2.5	98.7
	Very dissatisfied	12	.7	1.2	99.9
	Unanswered	1	.1	.1	100.0
	Total	969	58.8	100.0	
Missing	System	680	41.2		
Total		1649	100.0		

Q4.5 Have you ever used the NI Direct (Motoring) website to gain information on DVA services (other than the on-line booking system)?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	421	25.5	25.5	25.5
	No	1198	72.7	72.7	98.2
	Unanswered	30	1.8	1.8	100.0
	Total	1649	100.0	100.0	

Q4.6 What were your reasons for accessing the DVA information on NI Direct (Motoring)?					
		Responses		Percent of Cases	
		N	Percent		
Valid	Driver Licensing information	230	24.9%	55.0%	
	Vehicle Testing information	214	23.1%	51.2%	
	Driver Testing information	152	16.4%	36.4%	
	Contact information (eg e-mail address, telephone number etc)	162	17.5%	38.8%	
	Bus & Taxi Licensing	16	1.7%	3.8%	
	Links to other websites	31	3.4%	7.4%	
	To download forms	104	11.2%	24.9%	
	Other	16	1.7%	3.8%	
Total		925	100.0%	221.3%	

Q4.7 Thinking about using the NI Direct (Motoring) website to access DVA information, how satisfied/dissatisfied were you with the following?					
The presentation of the website					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	133	8.1	31.6	31.6
	Satisfied	264	16.0	62.7	94.3
	Dissatisfied	14	.8	3.3	97.6
	Very dissatisfied	3	.2	.7	98.3
	Unanswered	7	.4	1.7	100.0
	Total	421	25.5	100.0	
Missing	System	1228	74.5		
Total		1649	100.0		

The information provided on the website					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	153	9.3	36.3	36.3
	Satisfied	241	14.6	57.2	93.6
	Dissatisfied	17	1.0	4.0	97.6
	Very dissatisfied	4	.2	1.0	98.6
	Unanswered	6	.4	1.4	100.0
	Total	421	25.5	100.0	

Missing	System	1228	74.5		
Total		1649	100.0		

The ease with which you were able to find the relevant information on the website

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	127	7.7	30.2	30.2
	Satisfied	233	14.1	55.3	85.5
	Dissatisfied	48	2.9	11.4	96.9
	Very dissatisfied	7	.4	1.7	98.6
	Unanswered	6	.4	1.4	100.0
	Total	421	25.5	100.0	
Missing	System	1228	74.5		
Total		1649	100.0		

Overall, how satisfied were you with the website?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	139	8.4	33.0	33.0
	Satisfied	247	15.0	58.7	91.7
	Dissatisfied	26	1.6	6.2	97.9
	Very dissatisfied	3	.2	.7	98.6
	Unanswered	6	.4	1.4	100.0
	Total	421	25.5	100.0	
Missing	System	1228	74.5		
Total		1649	100.0		

Q5.1 Thinking about your overall contact with the DVA in the last year, to what extent do you agree/disagree with the following statement?

I was fairly treated by the DVA

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	859	52.1	52.1	52.1
	Agree	719	43.6	43.6	95.7
	Disagree	31	1.9	1.9	97.6
	Strongly disagree	16	1.0	1.0	98.5
	Unanswered	24	1.5	1.5	100.0
	Total	1649	100.0	100.0	

Q5.3 Taking everything into consideration, how satisfied/dissatisfied were you with the overall service provided by the DVA in the last year?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	895	54.3	54.3	54.3
	Satisfied	687	41.7	41.7	95.9
	Dissatisfied	30	1.8	1.8	97.8
	Very dissatisfied	12	.7	.7	98.5
	Unanswered	25	1.5	1.5	100.0
	Total	1649	100.0	100.0	

Q6.2 Which methods would you like the DVA to use to provide you with information that might affect you as a driver or vehicle keeper?

		Responses		Percent of Cases	
		N	Percent		
	NI Direct website	569	12.2%	35.5%	
	E-mail	814	17.5%	50.7%	
	Letters/Reminder letters	1170	25.1%	72.9%	
	Information leaflets	370	8.0%	23.1%	
	Telephone	203	4.4%	12.7%	
	Mobile phone text messaging	480	10.3%	29.9%	
	Television	441	9.5%	27.5%	
	Radio	280	6.0%	17.5%	
	Newspapers	326	7.0%	20.3%	
Total		4653	100.0%	290.1%	

Q6.3 Which of the following would you consider important for improving customer service?

		Responses		Percent of Cases	
		N	Percent		
	Extended opening hours	837	29.8%	56.2%	
	On-line transactions for driving licences	700	24.9%	47.0%	
	Fast Track facility (at an additional cost)	573	20.4%	38.5%	
	Taxi plates available at MOT centres	134	4.8%	9.0%	
	ID checking for driving licences at MOT centres	483	17.2%	32.4%	
	Other	85	3.0%	5.7%	
Total		2812	100.0%	188.9%	

Q7.1 Which age group do you belong to?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	16 to 21	137	8.3	8.3	8.3
	22 to 30	147	8.9	8.9	17.2
	31 to 44	341	20.7	20.7	37.9
	45 to 60	510	30.9	30.9	68.8
	61 to 69	238	14.4	14.4	83.3
	70+	246	14.9	14.9	98.2
	Unanswered	30	1.8	1.8	100.0
	Total	1649	100.0	100.0	

Q7.2 Are you....?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	923	56.0	56.0	56.0
	Female	681	41.3	41.3	97.3
	Unanswered	45	2.7	2.7	100.0

	Total	<i>1649</i>	<i>100.0</i>	<i>100.0</i>	
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Q7.3 What is your current marital status?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Single	<i>436</i>	<i>26.4</i>	<i>26.4</i>	<i>26.4</i>
	Married/Civil Partnership	<i>993</i>	<i>60.2</i>	<i>60.2</i>	<i>86.7</i>
	Divorced/Separated/Civil Partnership dissolved	<i>96</i>	<i>5.8</i>	<i>5.8</i>	<i>92.5</i>
	Widowed	<i>88</i>	<i>5.3</i>	<i>5.3</i>	<i>97.8</i>
	Unanswered	<i>36</i>	<i>2.2</i>	<i>2.2</i>	<i>100.0</i>
	Total	<i>1649</i>	<i>100.0</i>	<i>100.0</i>	

Q7.4 Have you primary responsibility for care of any of the following dependants?

		Responses		Percent of Cases	
		N	Percent		
	Care of a child/children	<i>489</i>	<i>69.3%</i>	<i>76.5%</i>	
	Care of a person with a disability	<i>94</i>	<i>13.3%</i>	<i>14.7%</i>	
	Care of an elderly person	<i>123</i>	<i>17.4%</i>	<i>19.2%</i>	
Total		<i>706</i>	<i>100.0%</i>	<i>110.5%</i>	

Q7.5 Do you have a long-standing illness, disability or infirmity? (By long-standing we mean anything that has troubled you over a period of time and is likely to affect you over a period of time?)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	<i>181</i>	<i>11.0</i>	<i>11.0</i>	<i>11.0</i>
	No	<i>1404</i>	<i>85.1</i>	<i>85.1</i>	<i>96.1</i>
	Unanswered	<i>64</i>	<i>3.9</i>	<i>3.9</i>	<i>100.0</i>
	Total	<i>1649</i>	<i>100.0</i>	<i>100.0</i>	

Q7.6 What is your religion, even if you are not currently practising?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Catholic	<i>608</i>	<i>36.9</i>	<i>36.9</i>	<i>36.9</i>
	Protestant	<i>744</i>	<i>45.1</i>	<i>45.1</i>	<i>82.0</i>
	Other Religion	<i>45</i>	<i>2.7</i>	<i>2.7</i>	<i>84.7</i>
	No Religion	<i>130</i>	<i>7.9</i>	<i>7.9</i>	<i>92.6</i>
	Unanswered	<i>122</i>	<i>7.4</i>	<i>7.4</i>	<i>100.0</i>
	Total	<i>1649</i>	<i>100.0</i>	<i>100.0</i>	