



DVA Customer Satisfaction Survey 2016 Report



Department for
Infrastructure
An Roinn
Bonneagair

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Northern Ireland
Statistics and Research Agency

Gníomhaireacht Thuaisceart Éireann
um Staitisticí agus Taighde

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READER INFORMATION

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

Reporting Period: October, 2016

Background: Following a public tender, Perceptive Insight were commissioned by the DVA to conduct an independent customer satisfaction survey in 2016. A sample of DVA customers was drawn down and stratified by the three key business areas in-house by DVA statisticians from Analysis Survey Research Branch (ASRB) within the Department for Infrastructure (DfI). In accordance with methodology agreed with ASRB, Perceptive Insight undertook survey field work, quality assurance returns and statistical analysis. Perceptive Insight then prepared a comprehensive report, which was independently reviewed and quality assured by ASRB statisticians. The final report produced by Perceptive Insight has been released as DfI Official Statistics by ASRB.

Data Quality: The survey fieldwork was independently carried out by Perceptive Insight Market Research. The response rate to the survey was 23.3% (1,565 returns) and data were weighted to account for potential non-response bias across key service groups; Driver Testing, Vehicle Licensing and Vehicle Testing. 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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USER GUIDANCE

This section provides a summary of the main uses for the data, questionnaire design, and the methodology used for the survey along with details of the revisions policy and on official statistics procedures.

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

The questionnaire was broadly similar to that used for the 2014 survey; where relevant comparisons have been made with the previous study. The questionnaire followed six themes:

- 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; and
- About you.

The questionnaire, which was administered by post, is included at Appendix I.

Data Collection

DVA customers were identified by examining DVA testing and licensing administrative systems. A random sample from each of the three key service areas was selected from all customers who had been in contact with the DVA during August - September, 2016. As 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. However, a household may have been chosen more than once, but with a different member of the household being selected each time.

Driver testing customers were oversampled due to a historically low response rate among this type of customer. Driver testing customers represent around 5% of the DVA customer base, and sampling 5% of customers, compounded by the lower response rate, would result in insufficient data to allow robust analysis of this group. In total 6,720 customers were selected to be surveyed by postal questionnaire, of those 30 were ineligible which gave an overall total of 6690 potential respondents.

Perceptive Insight was commissioned to carry out the field work and reporting for this survey. The questionnaire and associated covering letter were issued during October 2016 with a closing date of 31st October 2016. 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 mid-November and a 25% check of the transposition of paper records to electronic format was carried out with no major errors arising.

Data Quality

All information presented in this report has been validated and subjected to a quality

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assurance process by Perceptive Insight and independent statisticians from the DfI Analysis , Statistics & Research Branch (ASRB).

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. It is worth noting that there has been a large decrease in the number of respondents who have a caring responsibility in comparison to the 2014 figures. In 2014, 86% had a caring responsibility, with the majority of those caring for a child or children (76%). However, in 2016 40% had a caring responsibility with 27% of those caring for a child or children. Part of this can be explained by a decrease in the number of 16-44 year olds (i.e., the age group most likely to have parental responsibilities) completing the survey from 35% in 2014 to 28% in 2016. However, this change in younger/older respondents was not large enough in individual age bands to warrant weighting nor was their enough information to determine what percentage of DVA customers have caring responsibilities, so for these reasons weighting was not applied to the above areas.

Survey results have been presented on a weighted basis. However, unweighted results are detailed at the back of this report as part of Appendix II. To help illustrate the impact of weighting, the weighted overall satisfaction level is 97.4%, compared with an unweighted satisfaction level of 97.2%. Satisfaction level includes respondents indicating 'very satisfied' or 'satisfied'.

Sampling Error

All survey results are subject to a degree of sampling error. For this survey of 1,565 DVA customers the maximum margin of error lies within a range of + or – 2.48%. However, the margin of error on the overall satisfaction rating of DVA customers lies within +/- 0.8 percentage points at the 95% confidence level. What this means is that if the survey was repeated, 95 times out of 100 the overall level of satisfaction for all DVA customers would be expected to lie in the range from 96.7% to 98.3%.

Revisions Policy

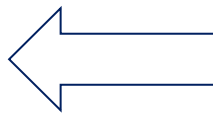
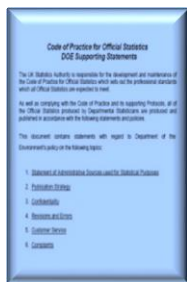
As this is a biennial survey, these data are not subject to scheduled revisions. Revisions are made by exception on an ad-hoc basis as and when required.

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.

<https://www.infrastructure-ni.gov.uk/publications/code-practice-official-statistics-supporting-statements>

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ASRB 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. The 2016 survey builds upon the evidence base of satisfaction levels with the DVA.

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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EXECUTIVE SUMMARY

This report presents findings from the Driver & Vehicle Agency (DVA) Customer Satisfaction Survey 2016. A total of 6,690 customers were surveyed, 4,209 in respect of Vehicle Testing, 994 for Driver Testing, and 1,487 in connection with Driver and Transport Licensing.

The survey achieved an overall response rate of 23% (1,565); 26% for Vehicle Testing (1,112), with 22% (325) and 13% (128) 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 Perceptive Insight Market Research Ltd.

Overall View of DVA Services;

Almost all (97%) 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 has remained unchanged since the last survey in 2014, however, the proportion of customers who stated that they were very satisfied has increased by 6 percentage points to 61%.

Written Contact with the DVA

Overall satisfaction (very satisfied/satisfied) with how their written contact was handled was similarly high at 97%, which is an improvement on the 2014 results (90%). Other satisfaction levels were also high with 97% for time to respond to letters/e-mail, 98% for clarity of response, and 98% 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, test procedures and with the time spent queuing was just under 98% for all, with 97% being satisfied with 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 (5%) indicated they were 'dissatisfied' or 'very dissatisfied' with facilities e.g. waiting area etc. The vast majority (95%) reported being 'very satisfied' or 'satisfied' with facilities.

For 'Disabled' facilities at DVA premises (e.g. access ramps, etc)', only around 2% of respondents reported some degree of dissatisfaction.

Alternative Booking Test Arrangements

If an appointment for a vehicle/driving test was not available at their chosen test centre, just over 7 in 10 respondents (72%) reported they would be at least satisfied if offered an appointment at their nearest available test centre. Around 3 in 10 (29%) 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 (96%) of respondents were at least satisfied with how their visit to the DVA was handled. This is marked an improvement from 2014 when 86% of respondents reported that they were satisfied.

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 (95%) indicated that they were either 'very satisfied' or 'satisfied'. Similarly for 'Disabled facilities (e.g. access ramps, etc)', all but 2 respondents reported being at least satisfied.

Use of DVA Online Booking Service for Driving and Vehicle Testing

Overall satisfaction with online booking was high; just over 97% of respondents reported being either 'very satisfied' or 'satisfied'.

Use of NI Direct (Motoring) Website to gain information on DVA Services (other than the Online Booking System)

Around 3 in 10 respondents (28%) reported having used NI Direct (Motoring) to gain information on DVA services (other than the online booking system) and provided details. Around three fifths (59%) of these indicated this was for driver licensing information, while over half (56%) searched for vehicle test information. Just under a fifth (18%) used it to download forms.

Satisfaction with NI Direct (Motoring) Website to access DVA Information

The vast majority of respondents (95%) were at least satisfied with the NI Direct (Motoring) website for accessing DVA information, a small improvement from 93% in 2014. Around 1 in 10 respondents (11%) indicated that they were not satisfied with the ease with which they could locate relevant information.

Treated Fairly by the DVA

When asked if they were treated fairly, 98% agreed with well over half (56%) strongly agreeing that this was the case.

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METHODOLOGY

In this section the key steps taken in the successful implementation of the project are identified. In summary 6720 questionnaires were issued by post, with 30 of those being returned to the sender for various reasons, leaving 6,690 respondents in the scope. 1,565 completed surveys were returned, representing a response rate of 23.4%.

Sample Selection and Design

The sample was proportionate and representative of annual business volumes and stratified for the main transaction types; Licencing, Vehicle Testing and Driver Testing. The following table provides a summary breakdown of the volumes and proportionate samples for each of the main business areas.

Table 1: Volume of business by main business areas

Business area	DVA customers (N)	DVA customers (%)	Sample (N)	Sample (%)
Licensing	311,079	25%	1,497	25%
Vehicle testing	877,932	70%	4,226	70%
Driver testing	57,413	5%	277	5%
Total	1,246,424	100%	6,000	100%

Selecting a total sample of 6000 customers, based on percentage customer volumes, would mean only 277 Driver Testing customers would be sampled. When a projected response of 20% was taken into account this was expected to 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 should be boosted to approximately 1,000 cases. The table below shows the final sample sizes used in the survey.

Table 2: Final sample size

Business area	Final Sample (N)	Final Sample (%)
Licensing	1,497	22%
Vehicle testing	4,226	63%
Driver testing	997	15%
Total	6,720	100%

In total 6,720 paper questionnaires, with an explanatory letter and return envelope, were sent out by Perceptive Insight during the first week of October 2016, to customers who had completed transactions with DVA within the previous 2-month period prior to distribution. This was to ensure that respondents had a clear recollection of their contact with DVA.

Questionnaire Design

The questionnaire was broadly similar to the 2014 survey and was used to allow comparability and benchmarking. The questionnaire followed six themes:

- 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; and
- About you.

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The questionnaire used in the survey is detailed at Appendix I.

Response Rates

Overall, 1,565 questionnaires were returned, yielding a 23.4% response rate. A number of envelopes were returned by Royal Mail without reaching their intended recipient, due to reasons such as properties being vacant or the respondent no longer living at the property.

Table 3: Status of addresses

Total questionnaires issues	Ineligible (eg vacant/ derelict/ commercial)	Total in scope
6720	30	6690

Table 4: Response rate by business area

Business area	Total in sample (exc. ineligible)	Questionnaires returned	Response rate
Licensing	1,487	325	21.9%
Vehicle testing	4,209	1112	26.4%
Driver testing	994	128	12.9%
Total	6,690	1,565	23.4%

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.

Table 5: Number of completed questionnaire returned and weights

Business area	Number returned	Percentage of returns	Weights applied	Percentage in sample	Percentage within DVA customer base
Licensing	325	21%	1.20181	22%	25%
Vehicle testing	1112	71%	0.99130	63%	70%
Driver testing	128	8%	0.56318	15%	5%
Total	1565	100%	-	100%	100%

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.

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.

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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

$$95 \text{ per cent confidence interval} = p \pm 1.96 * \text{s.e. (p)}$$

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 1565) - 95 per cent confidence interval										
Survey Estimate	95%	90%	80%	70%	60%	50%	40%	30%	20%	10%
Upper Limit	96.1%	91.5%	82.0%	72.3%	62.4%	52.5%	42.4%	32.3%	22.0%	11.5%
Lower Limit	93.9%	88.5%	78.0%	67.7%	57.6%	47.5%	37.6%	27.7%	18.0%	8.5%

Vehicle Testing (Base 1112) - 95 per cent confidence interval										
Survey Estimate	95%	90%	80%	70%	60%	50%	40%	30%	20%	10%
Upper Limit	96.3%	91.8%	82.4%	72.7%	62.9%	52.9%	42.9%	32.7%	22.4%	11.8%
Lower Limit	93.7%	88.2%	77.6%	67.3%	57.1%	47.1%	37.1%	27.3%	17.6%	8.2%

Licensing (Base 325) - 95 per cent confidence interval										
Survey Estimate	95%	90%	80%	70%	60%	50%	40%	30%	20%	10%
Upper Limit	97.4%	93.3%	84.3%	75.0%	65.3%	55.4%	45.3%	35.0%	24.3%	13.3%
Lower Limit	92.6%	86.7%	75.7%	65.0%	54.7%	44.6%	34.7%	25.0%	15.7%	6.7%

Driver Testing (Base 126) - 95 per cent confidence interval										
Survey Estimate	95%	90%	80%	70%	60%	50%	40%	30%	20%	10%
Upper Limit	98.8%	95.2%	87.0%	78.0%	68.6%	58.7%	48.6%	38.0%	27.0%	15.2%
Lower Limit	91.2%	84.8%	73.0%	62.0%	51.4%	41.3%	31.4%	22.0%	13.0%	4.8%

INTRODUCTION

The Department for Infrastructure in Northern Ireland has responsibility for the development of infrastructure and services that are vital for everyone in Northern Ireland. This includes water and sewerage networks, roads and footpaths, public transport services, vehicle regulation, road safety, driver licensing, and rivers and inland waterways.

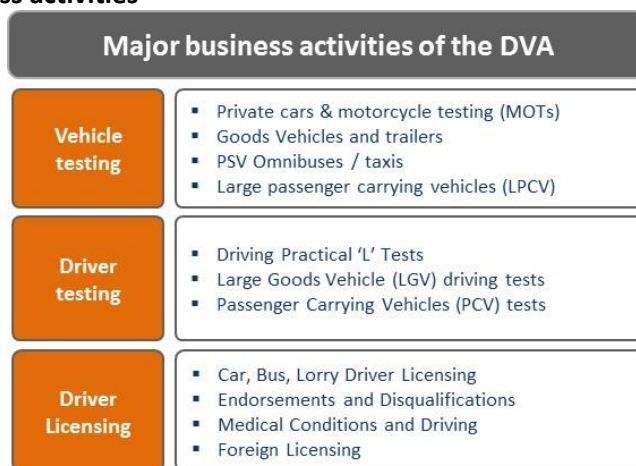


The Department's overall aim is to *"improve quality of life by securing transport and water infrastructure and shaping the region's long-term strategic development."*

The Driver & Vehicle Agency (DVA) is an executive agency within the Department for Infrastructure, which was created under the Review of Public Administration on 1 April 2007 through a merger between Driver and Vehicle Licensing Northern Ireland (DVLNI) and the Driver & Vehicle Testing Agency (DVTA). The major business activities associated with the DVA have been summarised in figure 1 below.



Figure 1: Major business activities



The last DVA customer satisfaction survey was carried out in 2014, and a report was published on the DfI website at: <https://www.infrastructure-ni.gov.uk/publications/driver-vehicle-agency-customer-satisfaction-survey-2014>



DVA Customer Satisfaction Survey 2014

The survey for 2016 was designed to ascertain the methods of contact with the DVA and customer satisfaction levels across each of the agencies main business areas.

Perceptive Insight Market Research was commissioned to undertake the 2016, which in previous years was carried out by Central Survey Unit (CSU). Jointly, Perceptive Insight and DVA reviewed the questionnaire used for the 2014 study; the 2016 version remained largely the same as the 2014 version, however the 'Improving DVA Services' section of the survey was removed.

RESEARCH FINDINGS

In this section the key findings from the survey are presented along with comparisons to the 2014 survey. Findings are presented under the following sub-sections:

- Overall satisfaction with the service provided by the DVA
- Comparison to the 2014 survey
- Written contact with the DVA
- Personal visits
 - Personal visits to DVA premises
 - Satisfaction with experience and facilities
 - Visiting DVA for reasons other than a vehicle or driving test
 - Satisfaction with experience and facilities
- Online booking service
 - DVA online booking service for driving and vehicle testing
 - NI Direct (motoring) website to gain information on DVA services

Overall Satisfaction with the Service Provided by DVA

The overall weighted satisfaction rating for the service provided by the DVA in the last year was 97.4%. This is unchanged from the ratings achieved in the previous two surveys carried out in 2014 and 2011. However, the 2011 figure includes vehicle licensing and registration which is not part of the current survey so the figures are not strictly comparable. Although the overall satisfaction rating has remained the same, there has been an improvement in the proportions being 'very satisfied' with the overall service from 55.2% in 2014 to 60.9% in 2016.

When taking into consideration the 1558 responses and a confidence level of 95%, the error limit for the overall satisfaction rating lies between +/-0.8%. What this means is that if we were to repeat this survey of DVA customers 100 times, in 95 of these surveys the overall level of satisfaction would lie in the range of 96.6% to 98.2%.

Comparisons with the 2014 Survey

The use of written contact has remained broadly similar since 2014, with 12.7% availing of this service in 2014 and 12.9% in 2016. Similar results were found for the use of personal contact; 95.1% of respondents had visited a DVA premises (for a test and/or other reason) in 2014 compared to 94.2% in 2016. However, there has been an increase in the percentage of respondents visiting a DVA premises for something other than a test (5.4% in 2014 to 9.6% in 2016). Subsequently, the percentages visiting for a test have reduced slightly from 89.7% in 2014 to 84.6% in 2016.

The most notable difference when comparing methods of communication are in relation to availing of online services. In 2014, 56.4% made use of the online booking system; this increased to 62.3% in 2016. The percentage of respondents using the website increased slightly from 25.3% in 2014 to 28.3% in 2016.

When comparing satisfaction ratings to those obtained in 2014, the results are broadly similar with a number of statistically significant improvements – these results are highlighted in boxes throughout the remainder of this the report. The most notable improvements were found from those who had visited a DVA premises for something other than a test. The largest improvement within this area came from the overall satisfaction with how the DVA handled their query/issue, which increased from 86.9% in 2014 to 95.9% in 2016. Other improvements related to the quality of the information received (89.1% in 2014 to 97.9% in 2016) and the length of time it took to resolve their query (87.7% in 2014 to 96.5% in 2016).

Although not all statistically significant, there has been an increasing shift in the proportions of respondents being 'very satisfied' – this improvement was seen within all satisfaction ratings apart

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from the percentage being very satisfied with the disabled facilities of a DVA premises they attended for a reason other than a test (from 52.0% to 50.2% - although this is not a significant decrease).

The significant shifts from 'satisfied' to 'very satisfied' were with those visiting a DVA premises for a test, the politeness and courtesy shown by the examiner (from 65.6% in 2014 to 69.8% in 2016) and the overall satisfaction of how their test was handled (from 64.0% in 2014 to 68.2% in 2016) improved. There has also been an improvement in the proportions being 'very satisfied' with the overall services provided by the DVA from 55.2% in 2014 to 60.9% in 2016.

Your Contact with the DVA

Respondents were asked which service they used the last time they were in contact with the DVA; 70.4% were in contact regarding a vehicle test and a quarter (25.0%) were in contact in relation to licensing. A smaller percentage were in contact about a driver test (4.6%).

Overall, these percentages are broadly similar to the DVA customer base as outlined previously at Table 1.

Table 6: Services used during your last contact

Q101 The last time you were in contact with DVA which of the following services did you use?	Weighted results	Unweighted results
Answer Options	%	%
Driver Testing	4.6%	8.2%
Vehicle Testing	70.4%	71.1%
Driver Licensing	23.3%	19.4%
Bus & Taxi Licensing	1.5%	1.2%
Driving / Motorcycle/Instructor Licensing	0.2%	0.2%
Total (n)	1565	1565

Written Contact with the DVA

A total of 202 people (12.9%) have contacted the DVA via email or written communication within the last year. Of those who have contacted the DVA via written communication including email, the majority (93.4%) had received a response to their query. However, 6.6% of respondents had not yet received a response.

Overall, 97.3% were satisfied with the way their written/email query was handled; 66.7% very satisfied and 30.6% satisfied. This is an improvement on the overall satisfaction rating obtained in 2014 (90.4%).

Since 2014, there has been an increase in the proportion of people being satisfied overall with how their written communication was handled.

Respondents reported high levels of satisfaction with the quality of any information supplied with the response (97.8%); this is an improvement on 2014 when satisfaction levels stood at 92.3%. Respondents also reported high levels of satisfaction with the clarity of the response (97.6% compared to 94.1% in 2014).

Satisfaction with the quality of any information supplied with the response has improved from 92.4% to 97.3% in 2016.

Although levels of dissatisfaction were low, the length of time taken by DVA to respond to an initial letter/email had the highest level of dissatisfaction at 2.6%, with 0.6% of those being very dissatisfied.

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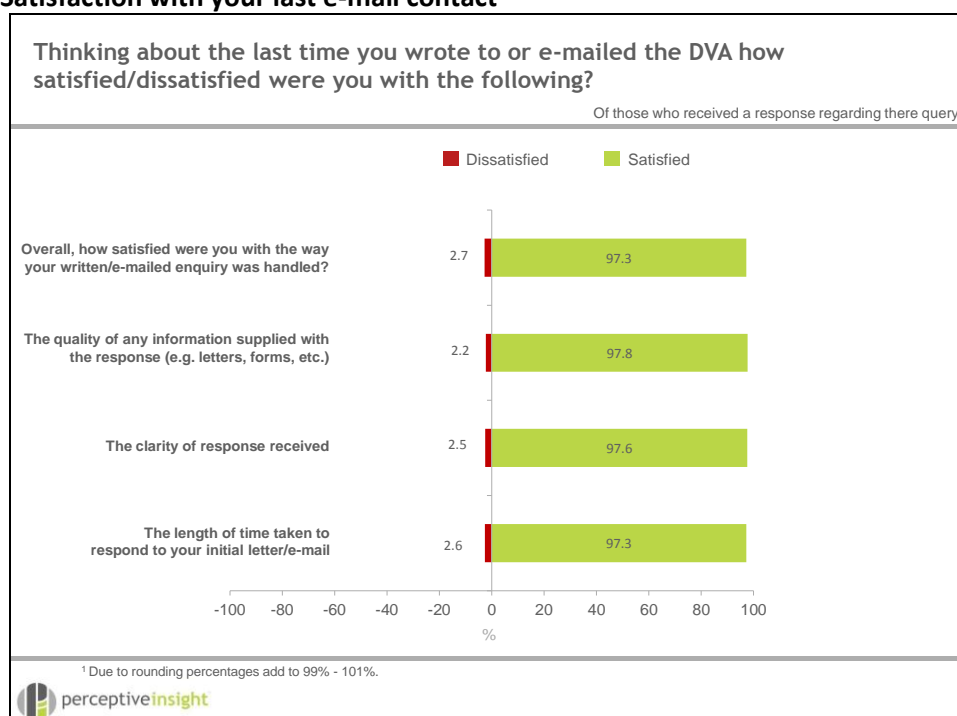
Table 7: Response from the DVA regarding your written/e-mailed query

Q202 Have you received a response from the DVA regarding your written/e-mailed query?	
Answer Options	%
Yes	93.4%
No	6.6%
Total (n)	200

Table 8: Satisfaction with your last e-mail contact

Q203 Thinking about the last time you wrote to or e-mailed the DVA how satisfied/dissatisfied were you with the following?					
	%	%	%	%	n
Answer Options	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Count
The length of time taken to respond to your initial letter/ e-mail	62.4%	34.9%	2.0%	0.6%	185
The clarity of response received	65.6%	32.0%	1.8%	0.7%	183
The quality of any information supplied with the response (e.g. letters, forms, etc)	65.3%	32.5%	2.2%	0.0%	183
Overall, how satisfied were you with the way your written/e-mailed enquiry was handled?	66.7%	30.6%	2.7%	0.0%	183

Figure 2: Satisfaction with your last e-mail contact



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Q204 If you were dissatisfied/very dissatisfied with any of the above, please tell us why.

Overall 7 customers were dissatisfied with at least one aspect of their written contact with the DVA, accounting for 3.5% of those who had written to the DVA. A total of 6 respondents detailed their reason/s for dissatisfaction.

The main issues arising comprised of: DVA taking too long to respond to queries, issues with staff and particular services areas not using email.

A selection of responses are detailed below.

“[DVA staff] always need to speak with someone higher and not knowing enough about the systems.”

“Informed dvla [DVA] to stop sending dvla [DVA] post to my property for previous owners- but still got more post from them.”

“Test centre doesn’t like to use email.”

“Response time too long.”

“No response to my queries.”

“Having received no response, I had to telephone the department concerned (related to driving licence query).”

Personal Visits to DVA Premises for a Test

When participants were asked whether they had visited any DVA premises within the last year, 84.6% reported that they had while 15.4% had not.

The majority visited a DVA premises for a vehicle test (92.9%); 85.5% for a full test and 7.4% for a retest, while 7.1% visited for a driving test. The most popular DVA premises was Newtownards (11.8%), closely followed by Belfast (10.0%) and Mallusk (8.4%). Conversely, Omagh (4.2%) and Armagh (4.3%) were the least used.

Although the proportions indicating that they were satisfied overall with how their test was handled remains broadly the same to 2014 (97.3%) at 97.5%, the proportion being very satisfied has increased from 64.0% in 2014 to 68.2% in 2016.

Those indicating they are ‘very satisfied’ (68.2%) with how their test was handled has improved from 2014 (64.0%)

When asked about a range of areas relating to the test, the test procedures (97.9%), and the time spent queuing (97.6%) came out the as top rated areas.

Those expressing dissatisfaction with any area was low ranging from 2.2% to 3.1%. The politeness and courtesy shown by the examiner was the area most likely to be flagged. However, it is worth noting a total of 40 people (3.1%) were dissatisfied and there has been a significant improvement since 2014 with the percentage of people being ‘very satisfied’ (from 65.6% in 2014 to 69.8% in 2016).

Although the politeness and courtesy shown by the examiner has been flagged as an area for improvement, there has been an increase in the number reporting they are ‘very satisfied’ since 2014

DVA Customer Satisfaction Survey 2016

Table 9: Visits to a DVA premises for a test

Q301 Have you visited any DVA premises for a vehicle test or driving test within the last year?	
Answer Options	%
Yes	84.6%
No	15.4%
Total (n)	1560

Table 10: Reason for last visit for a test

Q302 The last time you visited the DVA for a test, was it for a...?	
Answer Options	%
Driving Test	7.1%
Vehicle Test (Full Test)	85.5%
Vehicle Test (Re-Test)	7.4%
Total (n)	1308

Table 11: Centre attended

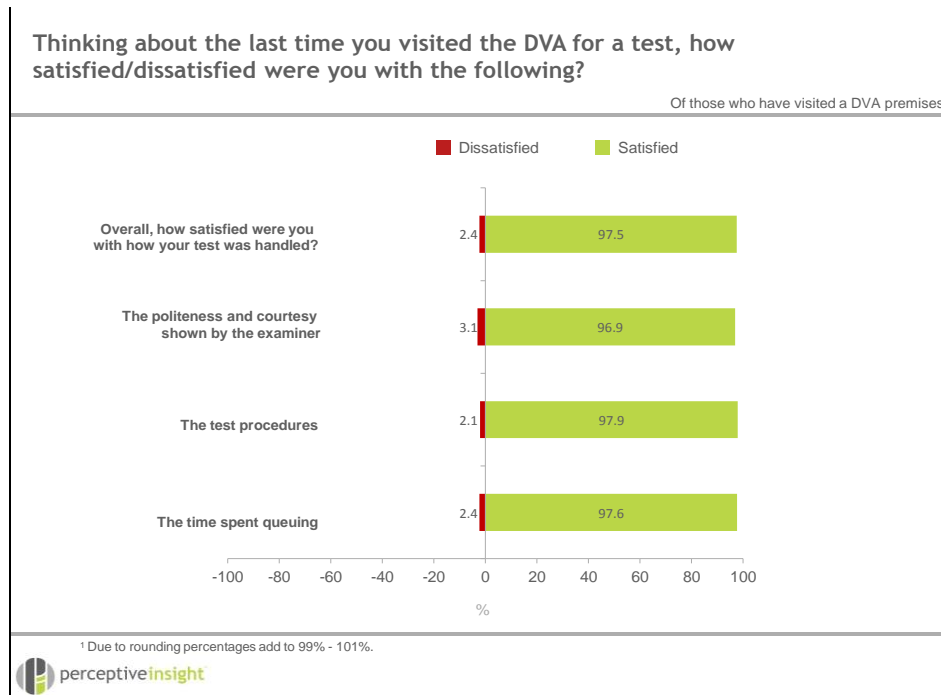
Q303 Thinking about the last time you visited the DVA for a test, which centre did you attend?	
Answer Options	%
Armagh	4.3%
Ballymena	8.2%
Belfast	10.0%
Coleraine	8.1%
Cookstown	5.0%
Criagavon	5.9%
Downpatrick	4.5%
Enniskillen	4.6%
Larne	5.2%
Lisburn	7.7%
Londonderry	5.8%
Mallusk	8.4%
Newry	6.3%
Newtownards	11.8%
Omagh	4.2%
Total (n)	1315

DVA Customer Satisfaction Survey 2016

Table 12: Satisfaction with last interaction for a test

Q304 Thinking about the last time you visited the DVA for a test, how satisfied/dissatisfied were you with the following?					
	%	%	%	%	n
Answer Options	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Total
The time spent queuing	59.8%	37.8%	1.7%	0.7%	1308
The test procedures	62.8%	35.1%	1.2%	0.9%	1304
The politeness and courtesy shown by the examiner	69.8%	27.1%	1.7%	1.4%	1304
Overall, how satisfied were you with how your test was handled?	68.2%	29.3%	1.2%	1.2%	1307

Figure 3: Satisfaction with last interaction for a test



Q305 If you were dissatisfied/very dissatisfied with any of the above, please tell us why.

Overall, 69 customers were either dissatisfied or very dissatisfied with at least one area of business arising from a driver/vehicle test. This equates to 5.2% of respondents who had visited a DVA premises within the last year. A total of 57 respondents detailed the reason for dissatisfaction.

Those who had visited a DVA premises for a driving test were most likely to be dissatisfied with the examiner/communication, or the test as they felt they did not get a fair chance.

DVA Customer Satisfaction Survey 2016

Below are a number of quotes relating to dissatisfaction among those attending a DVA premises for a **driving test**:

"[The examiner was] rude and made me feel stupid/inadequate."

"I didn't feel comfortable during my test and the examiner seemed very uninterested, abrupt and distracted."

"Examiner was not clear in post-test instructions. Tone of examiner was negative throughout test."

"I didn't find that the tester was very fair with me on my test."

"They did not give me a fair chance and I failed my test."

"I believe test procedures require too much of young people. I wasn't informed and didn't understand why I got minors."

"Test too strict."

In terms of those visiting for a vehicle test, levels of dissatisfaction were mainly due to the waiting time for a test, staff being rude or failing the test for perceived minor issues.

A selection of the reasons given for dissatisfaction in relation to a **vehicle test** included:

"I was the only car in queue and had to wait 15/20 mins before being called in while examiners stood at the doors. Why not call me in and probably get ahead of themselves."

"Had to wait for three other cars in front of me to be tested even though I showed at the time allocated to me. Had to take longer off work than expected."

"Examiners strut around with a superior attitude. Kept waiting 20 minutes after apt."

"People jumped queue."

"Arrived on time (10 mins early) and had to wait beyond my time slot although there was no car in front. Tester was brilliant"

"I was in the queue as required by my app. letter and was very rudely spoken to by one of the examiners when instructing me into another lane."

"Not treated with courtesy. Talked over me. Had to ask examiner to repeat what he wanted me to do with regards to test."

"Workers should show more respect to cars."

"The manor they have dealing with the public is really bad."

"Think the staff are rude!"

"Gave us incorrect info."

"Hose needed put in clip. Was made go home and clipped on a Saturday evening. I thought he could have clipped it in. A waste of fuel he could have passed it."

DVA Customer Satisfaction Survey 2016

“One of my lights was slightly high and I was failed for this and then had to pay for a retest, something so minor I would have got it fixed that same day. Nothing was wrong with the car.”

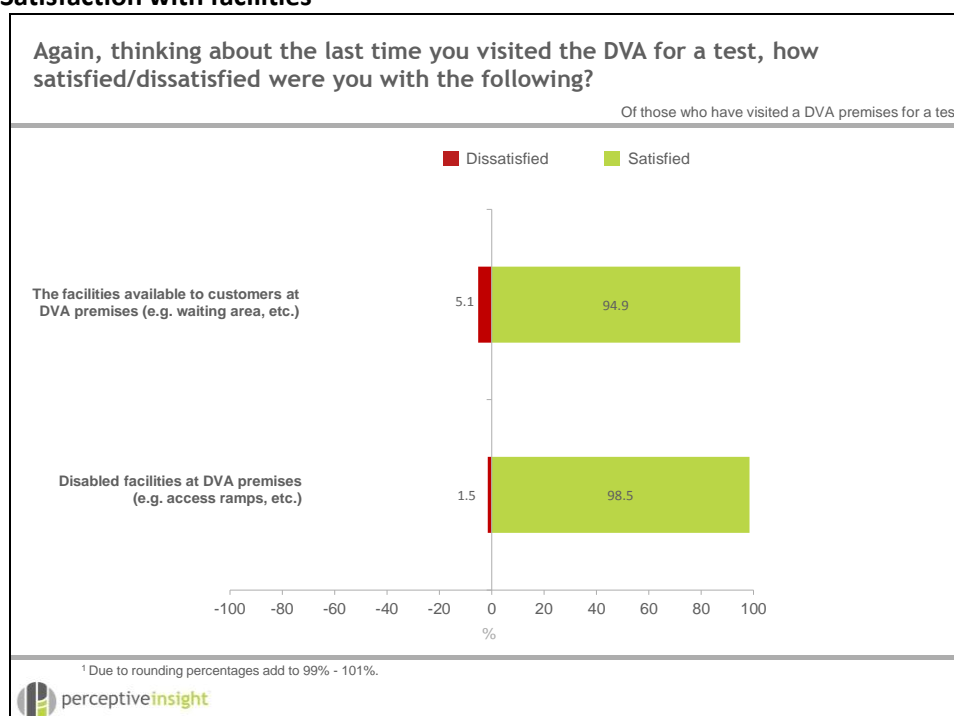
Personal Visits to a DVA Premises for a Test - Satisfaction with Facilities

Respondents were asked to rate their satisfaction with the facilities available during their last visit to a DVA premises. The majority (94.9%) were satisfied with the facilities available to customers and the disabled facilities at DVA premises (98.5%). It is worth noting, 63 customers (5.1%) were dissatisfied with the facilities available to customers, while 8 people (1.5%) were dissatisfied with the disabled facilities.

Table 13: Satisfaction with facilities

Q306 Again, thinking about the last time you visited the DVA for a test, how satisfied /dissatisfied were you with the following?					
	%	%	%	%	n
Answer Options	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Total
The facilities available to customers at DVA premises (e.g. waiting area, etc)	34.8%	60.1%	4.3%	0.8%	1252
Disabled facilities at DVA premises (e.g. access ramps, etc)	43.8%	54.7%	1.3%	0.2%	559

Figure 4: Satisfaction with facilities



Q307 If you were dissatisfied/very dissatisfied with any of the above, please tell us why?

63 customers (4.8% of respondents who had visited a DVA premises for a test within the last year) were dissatisfied with a facility for customers at a DVA premises. Overall, 57 customers disclosed their reason for dissatisfaction.

The most common reason for being dissatisfied with a facility on a DVA premises was due to the waiting area being inadequate.

A selection of responses are detailed below:

“Not comfortable and cramped.”

“Very little seating/ vending machines have very small selection.”

“Cramped/Restricted and uncomfortable waiting area.”

“Too open and cold.”

“Cold, dirty, not very pleasant when the breeze comes through. This applies to the test hall only.”

“Toilets were unclean and very dated, waiting area was very run-down.”

“Coffee machine, vending machine needed if waiting for something like a learner taking a test.”

“Waiting facilities could be improved by providing a room with a tv or a radio and a monitor that lets you know if your test has been completed.”

Alternative Booking Test Arrangements

Respondents were asked if their chosen test centre was not available, whether they would be satisfied to go to the nearest available centre; 71.6% indicated that they would be satisfied with this arrangement, however only a quarter (24.4%) would be very satisfied to do this. Simultaneously, around three in ten (28.5%) were dissatisfied with this possibility, with 5.8% of those being very dissatisfied.

Table 14: Appointments available at other test centres

Q308 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.				
%	%	%	%	n
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Total
24.4%	47.2%	22.7%	5.8%	1269

Visiting DVA for reasons other than a Vehicle or Driving Test

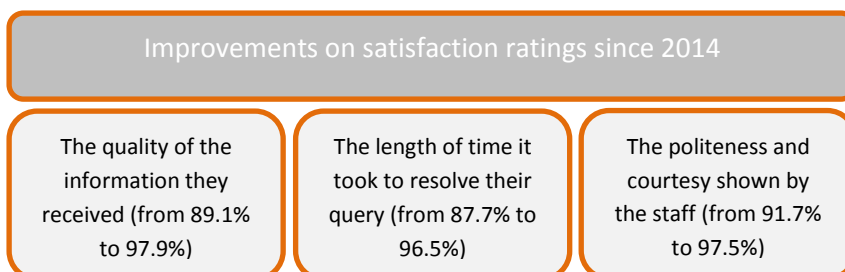
One tenth (9.6%) of respondents reported that they attended a DVA premises for another reason other than for a vehicle test or driving test. Of these, four fifths (80.5%) visited their local Test Centre and 5.2% visited the Road Transport Licensing Division (Corporation Street). A further 14.3% stated that they visited a Test Centre for an 'other' reason, however only 4 respondents recorded what that 'other' reason was; two visited for a driving license, one visited a test centre that was not their local, and another visited the County Hall in Coleraine.

Of the 150 people who visited a test centre for something other than a test within the last year, respondents were most inclined to visit the Belfast Test Centre (23.3%), Coleraine Test Centre (10.4%), or the Derry/Londonderry Test Centre (8.6%). Simultaneously, the Cookstown Test Centre (1.7%), Newry Test Centre (2.5%) and the Craigavon Test Centre (2.7%) were the least visited for something other than a test in the year prior to the survey.

Respondents were asked about their overall satisfaction with how their visit for something other than a test was handled; 95.9% were satisfied, with 62.6% being 'very satisfied'. This is an improvement on 2014 when 86.9% of customers were satisfied overall with how their visit was handled.

Since 2014, there has been an improvement in the overall satisfaction rating for a visit to a DVA premises for something other than a test (86.9% to 95.9%)

When asked about specifics, customers were most likely to be satisfied with the quality of the information they received (97.9%), the politeness and courtesy shown by the staff (97.5%) and the length of time it took to resolve their query (96.5%). All the aforementioned areas have seen significant increases since 2014 when 89.1% were satisfied with the quality of the information received, 91.7% were satisfied with the politeness and courtesy of staff and 87.7% were satisfied with the length of time it took to resolve their query.



When comparing levels of dissatisfaction, the ability of counter staff to deal with their query came out on top with 5.9% reporting that they were dissatisfied; 4.6% were 'dissatisfied' and 1.3% were 'very dissatisfied'.

Table 15: Visits to a DVA premises for something other than a test

Q309 Have you visited any DVA premises within the last year (for any reason other than for a vehicle test or driving test)?	
Answer Options	%
Yes	9.6%
No	90.4%
Total (n)	1560

DVA Customer Satisfaction Survey 2016

Table 16: Reason for visit

Q310 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	%
Local Test Centre	80.5%
Road Transport Licensing Division (Corporation Street)	5.2%
Other, please specify	14.3%
Total (n)	149

Table 17: Test centre attended

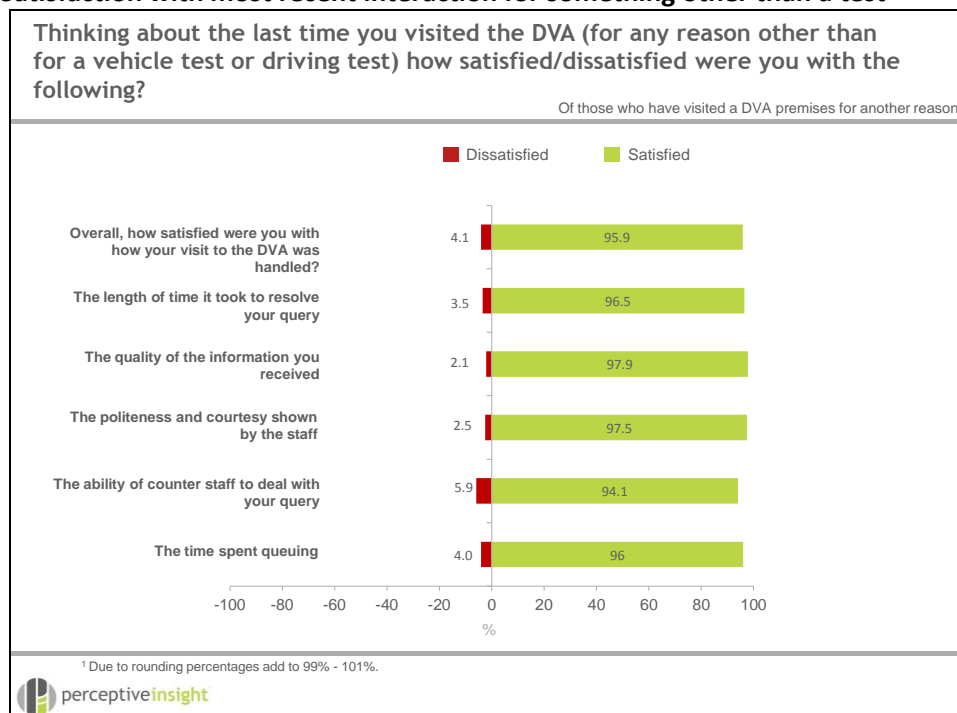
Q311 Which Test Centre did you attend the last time you visited the DVA? (other than for a vehicle/driving test)	
Answer Options	%
Armagh	3.5%
Ballymena	6.9%
Belfast	23.3%
Coleraine	10.4%
Cookstown	1.7%
Criagavon	2.7%
Downpatrick	8.1%
Enniskillen	6.9%
Larne	5.8%
Lisburn	6.4%
Londonderry	8.6%
Mallusk	4.5%
Newry	2.5%
Newtownards	5.1%
Omagh	3.7%
Total (n)	120

DVA Customer Satisfaction Survey 2016

Table 18: Satisfaction with most recent interaction for something other than a test

Q312 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?					
	%	%	%	%	n
Answer Options	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Total
The time spent queuing	45.9%	50.1%	4.0%	0.0%	149
The ability of counter staff to deal with your query	59.1%	35.0%	4.6%	1.3%	147
The politeness and courtesy shown by the staff	63.3%	34.2%	2.5%	0.0%	149
The quality of the information you received	62.4%	35.5%	0.8%	1.3%	149
The length of time it took to resolve your query (Please leave blank if query still to be resolved)	61.6%	34.9%	1.5%	2.0%	147
Overall, how satisfied were you with how your visit to the DVA was handled?	62.6%	33.3%	2.8%	1.3%	148

Figure 5: Satisfaction with most recent interaction for something other than a test



DVA Customer Satisfaction Survey 2016

Q313 If you were dissatisfied/very dissatisfied with any of the above, please tell us why?

Overall 14 customers (9.3%) were dissatisfied with one or more aspects of their visit to a DVA premises with 10 customers detailing why.

A range of issues were disclosed that mainly related to staff attitude, staff having a lack of knowledge and Test Centres being understaffed/high turnover of staff.

A selection of responses are detailed below.

“Lady at desk wasn’t polite, preoccupied talking. V5 had to be sent back twice to fix the same error.”

“Drove a long way to [office location] to deliver my digi tacho card [digital tachograph driver smart card] form on request from very helpful girl at other office. Man behind counter couldn’t care less and had a 'that’s all I can do' attitude. Lady on phone was very kind and a good employee.”

“Lots of changes to the staff in the [office location] office. I had requested to speak to one of the desk staff whom I find helpful, but they seemed to be under a lot of pressure.”

“Third time came back correct only three months later, problem lies with Swansea.”

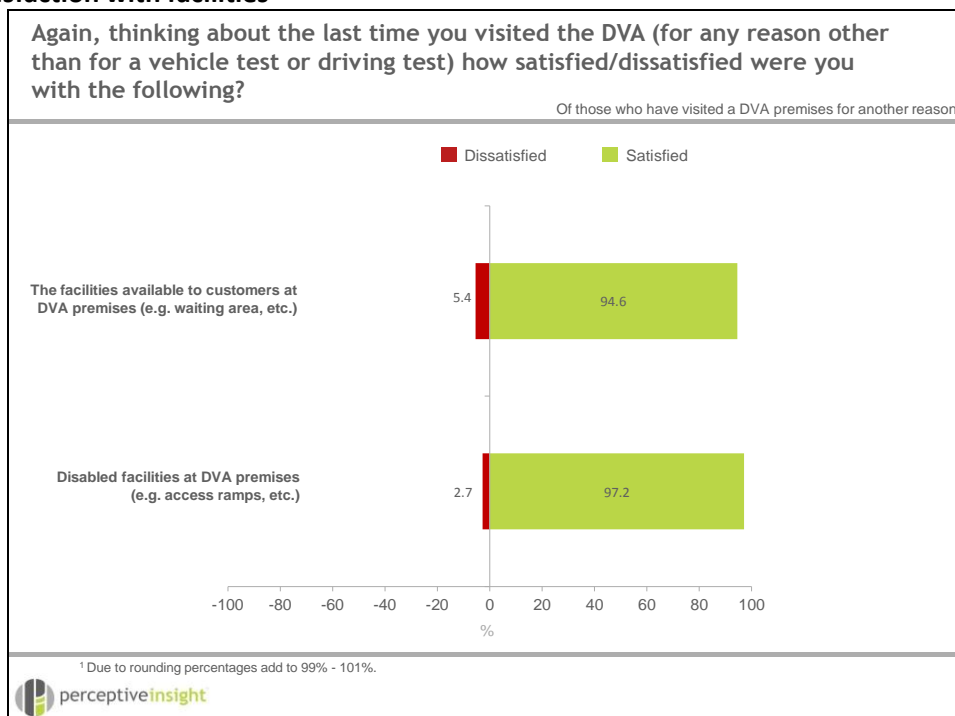
Personal Visits for reasons other than for a Vehicle or Driving Test - Satisfaction with Facilities

In total 97.2% of those visiting a DVA premises for something other than a test were satisfied with the disabled facilities; 50.2% were ‘very satisfied’ and 47.0% were ‘satisfied’. Slightly fewer respondents were satisfied with the facilities available to customers at the DVA premises they visited with 94.6% being satisfied; 41.6% were ‘very satisfied’ while 53.0% were ‘satisfied’. Furthermore, 5.4% were dissatisfied with facilities available to customers at DVA premises and 2.7% dissatisfied with the disabled facilities.

Table 19: Satisfaction with facilities

Q314 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?					
	%	%	%	%	n
Answer Options	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Total
The facilities available to customers at DVA premises (e.g. waiting area, etc)	41.6%	53.0%	4.7%	0.7%	141
Disabled facilities at DVA premises (e.g. access ramps, etc)	50.2%	47.0%	2.7%	0.0%	89

Figure 6: Satisfaction with facilities



Q315 If you were dissatisfied/very dissatisfied with any of the above, please tell us why.

Eight respondents (5.3%) that were dissatisfied with a facility during their last visit to a DVA premises for something other than a test reported their reasoning.

The main reasons given were because the facilities were very basic and cold. A small number were dissatisfied with the queues and parking facilities.

Below are quotes explaining reasons for dissatisfaction:

“Queues - people jumping in front of you and not challenged by counter staff.”

“Signage not very clear. Distance from carpark to office not convenient.”

“Parking.”

“One window open. Long queues. No one moved.”

“Facilities seemed very basic and easily crowded.”

Online Access to DVA Services

Use of DVA Online Booking Service for Driving and Vehicle Testing

Around three fifths of customers (62.3%) have availed of the DVA online booking service at some point. Of those, 11.0% did so to book a driving test and 91.6% to book a vehicle test. It is worth mentioning the proportions using the online booking service has increased by 5.9 percentage points from 56.4% in 2014.

There has been an increase in the percentage of people availing of the online booking system since 2014.

DVA Customer Satisfaction Survey 2016

Overall seven in ten (71.3%) were 'very satisfied' with the online booking system while a quarter were 'satisfied' (25.7%). In total 97.0% of customers were satisfied with the online booking system and 3.0% were dissatisfied.

Table 20: Online booking system

Q401 Have you ever used DVA online booking service (for driving tests/vehicle tests)?	
Answer Options	%
Yes	62.3%
No	37.7%
Total (n)	1564

Table 21: Reason for using the online booking system

Q402 Why did you use the on-line booking service?	
Answer Options	%
To book a driving test	11.0%
To book a vehicle test	91.6%
Total (n)	971

Table 22: Satisfaction with the online booking system

Q403 Overall, how satisfied were you with the on-line booking system?				
%	%	%	%	n
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Total
71.3%	25.7%	2.1%	0.9%	970

Q404 If you were dissatisfied/very dissatisfied with the on-line booking system, please tell us why?

Levels of dissatisfaction with the online booking system stood at 3.2%, equating to a total of 31 people.

Of the customers who detailed their reason for dissatisfaction, the main reasons given were lack of appointments, having to phone instead as there were issues with booking online, the perception that the website is outdated/difficult to navigate and technical difficulties.

A collection of quotes have been outlined below:

"Very little appointments available."

"Dates and times presented weren't accurate; a phone call proved other times were available."

"Unable to book a vehicle over 3.5 tonne. This issue would be easily addressed."

"Couldn't get a test date until after my due date. Had to book a date that wasn't suitable and then keep ringing the DVA office every morning until I got a cancellation so that my test was done on time."

"No question about test/retest price. Current price way too much."

"Outdated and not user friendly."

DVA Customer Satisfaction Survey 2016

“I am from ROI and find their sites user friendly. In general I find the online services of all UK gov sections a lot harder to navigate than in ROI.”

“Website poorly laid out, old fashioned. Why can't I book a date and time I want. Not suggest useless dates to me. It should be better.”

“The website didn't accept my license number on half of the attempts.”

“An email wasn't sent to me regarding my confirmation to the driving test.”

Use of NI Direct (Motoring) Website to gain Information on DVA Services (other than the Online Booking System)

Around three in ten (28.3%) have used the NI Direct (Motoring) website to gain information on DVA services. The main reasons for accessing the DVA information on the NI Direct website were to get driver licensing information (58.8%), vehicle testing information (56.1%) and to get contact information (23.4%).

Table 23: NI Direct website

Q405 Have you ever used the NI Direct (Motoring) website to gain information on DVA services (other than the on-line booking system)?	
Answer Options	%
Yes	28.3%
No	71.7%
Total (n)	1564

Table 24: Reasons for using the NI Direct website

Q406 What were your reasons for accessing the DVA information on NI Direct (Motoring)?	
Answer Options	%
Driver Licensing information	58.8%
Vehicle Testing information	56.1%
Driver Testing information	11.6%
Contact information (e.g. e-mail address, telephone number, etc)	23.4%
Bus & Taxi Licensing	4.1%
Links to other websites	6.3%
To download forms	18.2%
Other	6.4%
Total (n)	442

Overall satisfaction with the NI Direct website stood at 95.1% in 2016.

Areas of the website rated highly include the information provided (96.1%) and the presentation of the website (95.5%).

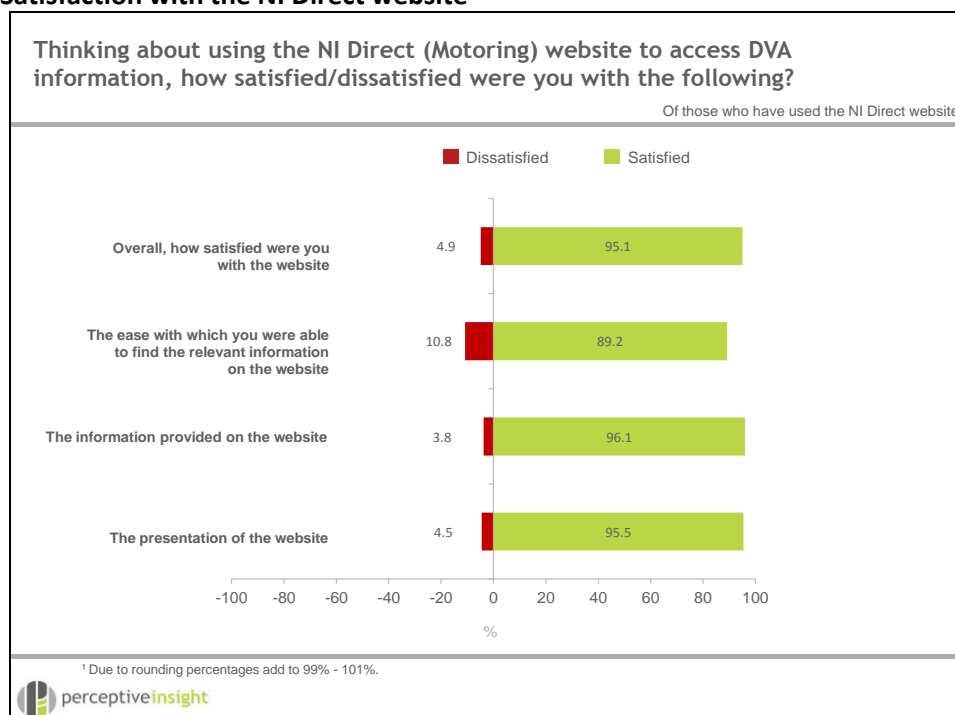
One area noted for improvement was the ease with which customers were able to find relevant information on the website, with a tenth being dissatisfied (10.8%).

DVA Customer Satisfaction Survey 2016

Table 25: Satisfaction with the NI Direct website

Q407 Thinking about using the NI Direct (Motoring) website to access DVA information, how satisfied/dissatisfied were you with the following?					
	%	%	%	%	n
Answer Options	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Total
The presentation of the website	38.2%	57.3%	4.4%	0.1%	440
The information provided on the website	40.6%	55.5%	3.6%	0.2%	438
The ease with which you were able to find the relevant information on the website	34.7%	54.5%	9.4%	1.4%	437
Overall, how satisfied were you with the website?	36.4%	58.7%	4.5%	0.4%	437

Figure 7: Satisfaction with the NI Direct website



Q408 If you were dissatisfied/very dissatisfied with any of the above, please tell us why?

Overall 51 customers (11.5% of those who had used the NI Direct website) were dissatisfied with the website. 42 customers detailed why.

The focus of dissatisfaction was because of the difficulty finding specific information i.e. forms, contact numbers and general information. Another reason for dissatisfaction was that the layout and navigation were perceived as poor and some customers found it difficult to use on a mobile device.

Customers' reasons for dissatisfaction are detailed below:

DVA Customer Satisfaction Survey 2016

“Couldn’t order a replacement license online, had to get form at post office and post it.”

“It was difficult to locate MOT and tax info, had to search for it, wasn’t easy to find.”

“Dissatisfied because we could not find prices for renewing driving license. There was also something else we looked up and we could not find that either (can’t remember what). A problem I do have with the DVA licensing would be the difficulty I have finding an authorised person to sign the photo.”

“Information on medical driver licensing was not so easy to find.”

“Didn’t feel information was logical and couldn’t find simple details such as contact info.”

“Required info wasn’t available to me.”

“Finding specific and uncommon information is hard.”

“When I entered the name into the search bar required by the form, nothing came up e.g. BOL1a.”

“When searching for a specific item there are lots of other options that pop up not related to what I searched for, can be complicated.”

“Could be an easier searching system.”

“Layout of website not user friendly and difficult to navigate.”

“Complicated and links hard to find.”

“Pushed back and forth between pages, hard to navigate.”

“The site is a bit difficult to navigate round, not terribly user friendly.”

“The logic of the progression of the information was unclear.”

“Some of the links go round in loops to the original page.”

“For those unfamiliar with websites, finding DVLA is cumbersome.”

“The website feels like it was put together in 1990. Also, does not work well on mobile.”

“Using mobile phone was difficult to find some important links such as book driving test online, with computer it’s much easier.”

Your Overall View of DVA Services

I was treated fairly by the DVA

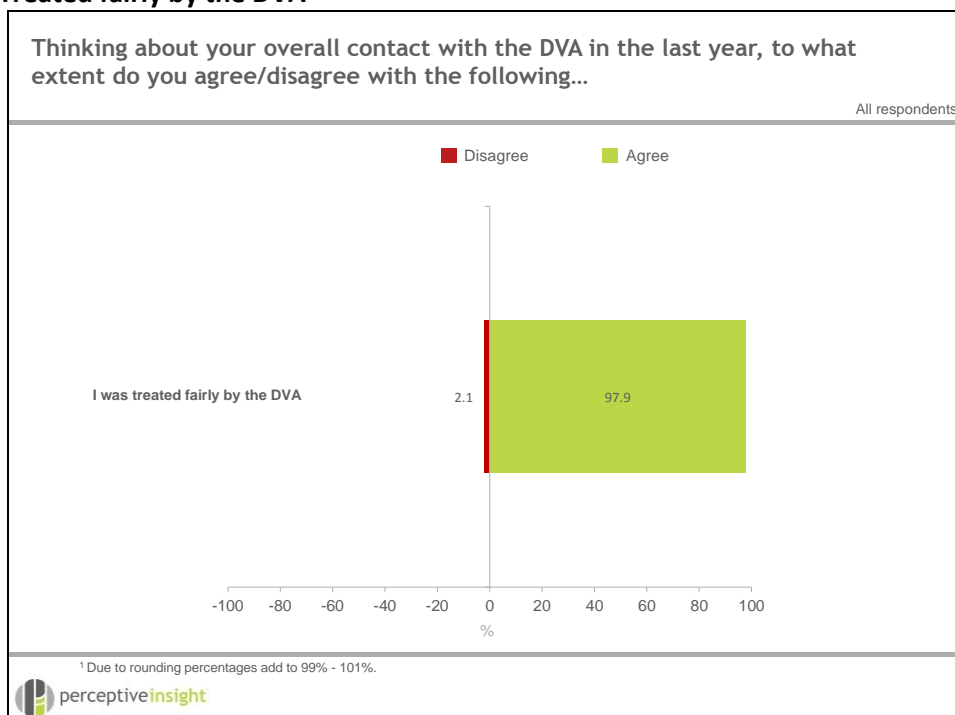
In total, 97.9% of customers agreed that they were treated fairly by the DVA within the last year, which is similar to the results obtained in 2014 (97.3%). However, 2.1% (33 people¹) of customers disagreed and felt that they had not been treated fairly by the DVA.

¹ Counts may differ due to weighting.

Table 26: Treated fairly by the DVA

Q501 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 treated fairly by the DVA				
%	%	%	%	n
Strongly agree	Agree	Disagree	Strongly disagree	Total
55.9%	42.0%	1.2%	0.9%	1558

Figure 8: Treated fairly by the DVA



Q502 If you disagreed/strongly disagreed with the above statement, please tell us why?

Overall 34 customers (2.2%) disagreed when asked if they had been treated fairly in the year prior to the survey with 27 customers detailing why.

Reasons for dissatisfaction included staff attitudes/knowledge, lack of communication, not keeping promises, and unfair failings on driver or vehicle testing.

Outlined below are quotes detailing reasons for dissatisfaction:

“Staff not knowing enough about the systems.”

“Test centre staff are rude and unhelpful.”

“Was told to cancel my test as they would phone me back with a cancellation date, never received another phone call, difficult to get through on the phone.”

“Took too long to respond to queries.”

“Took months to process licensing form with no contact. Took several phone calls to get a straight answer.”

“Unfair marking on tests.”

DVA Customer Satisfaction Survey 2016

“Because should know better than to break the switch gear witch I had to replace at my own expense and inconvenience”

“Failed test on catch to access bonnet- easily opened with a screwdriver but didn’t have one at test centre- had to undertake retest- petty.”

“Lost my HGV license because of my eyesight. However my optician stated I met the required level set by the DVLA.”

“I get cars failing for silly things that are not safety related + others pass on some issues very frustrating.”

“My vehicle failed & with no adjustments, passed on re-test (using a different lane (test equipment).”

“Different test centres can fail a car when another one will pass it even though nothing has been changed.”

“Treated to the same test route on 3 occasions and in comparison to other drivers tested what it appears they got away with and what I was penalised for is vastly different.”

“Things were not explained to me which should have been, I believed I should not have failed my first test and didn’t understand why I did.”

“I was failed on something I didn’t do wrong as my driving instructor agreed.”

Overall Satisfaction with Service Provided by the DVA

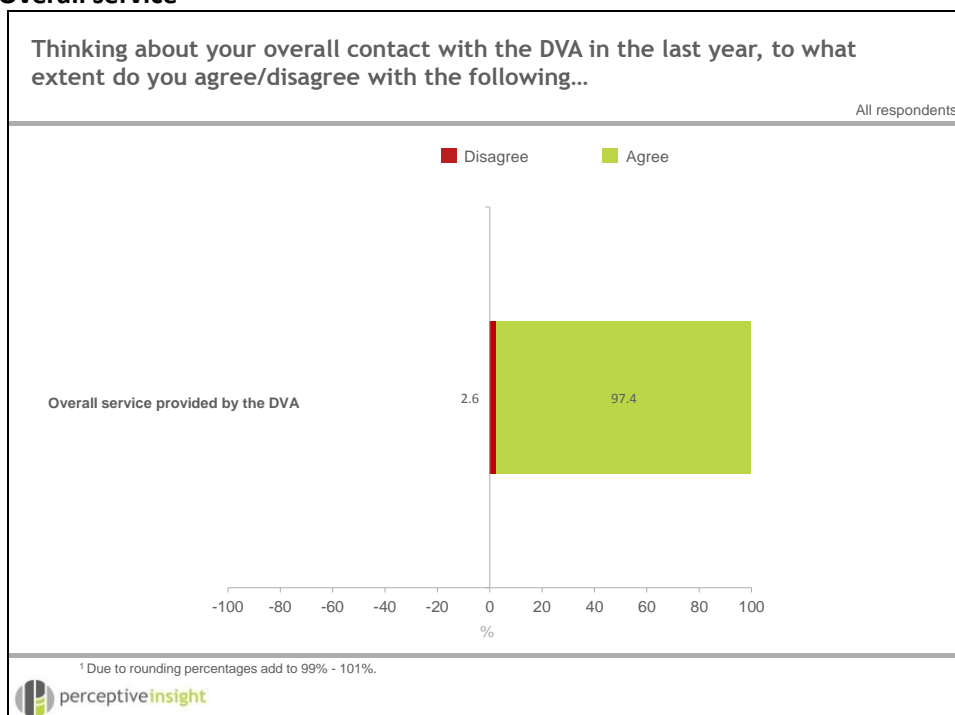
Three fifths of respondents (60.9%) were ‘very satisfied’ with the overall service provided by DVA, and 36.5% were ‘satisfied’. There has been an improvement in the proportions being ‘very satisfied’ with the overall service from 55.2% in 2014 to 60.9% in 2016. However, overall satisfaction has remained unchanged with 97.4% being satisfied (very satisfied and satisfied). Around 3% of customers were dissatisfied with the overall service provided by DVA, which equates to 43 people.

There has been an improvement in the proportions being ‘very satisfied’ with the overall service from 55.2% in 2014 to 60.9% in 2016

Table 27: Overall service

Q503 Taking everything into consideration, how satisfied/dissatisfied were you with the overall service provided by the DVA in the last year?				
%	%	%	%	n
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Total
60.9%	36.5%	2.0%	0.6%	1558

Figure 9: Overall service



Q504 If you were dissatisfied/very dissatisfied with the overall service, please tell us why?

In 2016, 43 people were dissatisfied with the overall service provided by DVA which is 2.6% of all respondents.

Reasons for dissatisfaction range from it being hard to get in touch via telephone, the waiting area needing improved, to long waiting times for tests and double standards.

Reasons for being dissatisfied with the overall service provided by the DVA include:

“Vehicle sold January 2016. Used website to advise of sale, refund tax should have been automatic. It took 6 months to get the refund, after at least 6 phone calls. Using cheques to issue refunds is archaic, should be refunded direct to bank account.”

“Did not get a reminder about our MOT test. The result was we were driving without MOT for 1 1/2 weeks approx.”

“Impossible to reach them on the phone to enquire about fees . . . found it very difficult to speak to a person.”

“Mainly the waiting area, a draughty, cold waiting area is unacceptable considering age of some clients... I am 67 years old!!”

“Long wait for tests. Should be able to get a test within 48 hours attitude of staff, cost of test expensive.”

“Shouldn’t take months. Also quality of customer service on the phone depends on who you get.”

“The rolling of eyes by driving examiner, hostile environment, not put at ease at all.”

“Some vehicle testers very ignorant and take it too far, most are ok.”

“Again unfair marking of examiners.”

“Too many different standards in inspections.”

“My car passed on the retest despite nothing being fixed for it.”

About You

The final section within the report asked respondents to provide information about themselves i.e. age and gender. The Agency is required to ask questions regarding Section 75 categories under the Northern Ireland Act to enable them to monitor the impact its services has on various groups of people.

Gender

In 2016, 60.3% of respondents were male and 39.7% were female.

Age

Over seven in ten respondents (71.7%) were aged over 45, with 34.3% aged between 45 and 60, 19.2% 61 to 69 and 18.2% aged 70 plus. Of the younger respondents, 4.7% were 16 to 21, 6.8% were 22 to 30 and 16.8% were 31 to 44.

Marital Status

The majority of respondents were married or in a civil partnership (65.1%), 21.9% were single and 13.0% were divorced/separated or widowed.

Religion

Half of the respondents indicated that they were Protestant (50.3%), 36.7% were Catholic and 13.0% were of another religion/no religion.

Long Term Disability Illness

Over a tenth (13.2%) reported having a long-term illness or disability.

Caring Responsibility

Around a quarter (26.9%) have primary caring responsibilities for a child/children, 6.8% have care of an elderly person and 6.1% have primary care of a person with a disability.

DVA Customer Satisfaction Survey 2016

Equality profile

There has been a major shift in the number of DVA customers who have caring responsibilities from 86% in 2014 to 40% in 2016. Most notable is the large decrease in the number of DVA customers who have caring responsibilities for a child or children, which has decreased almost three fold from 76% in 2014 to 27% in 2016. One possible explanation for this is the shift in the age of respondents with 28% of respondents in 2016 aged 16-44 compared to 35% in 2014. However, due to a lack of data we are unable to tell which figure, if any, is representative of the actual DVA customer base.

Table 28: Equality profile of DVA Survey Respondents 2014 and 2011

Category	2016 Survey %	2014 Survey %
Gender		
Male	60.3%	58.1%
Female	39.7%	41.9%
Age		
16-21	4.7%	5.3%
22-30	6.8%	8.2%
31-44	16.8%	21.4%
45-60	34.3%	32.8%
61-69	19.2%	15.4%
70+	18.2%	16.9%
Marital Status		
Married/Civil Partnership	65.1%	64.8%
Single	21.9%	23.3%
Divorced/Separated	7.6%	6.1%
Widowed	5.4%	5.8%
Religion		
Protestant	50.3%	49.0%
Catholic	36.7%	39.0%
Other/None	13.0%	12.0%
Long Term Disability/Illness		
	13.2%	12.0%
Caring Responsibility		
Child/Children	26.9%	76.0%
Person with Disability	6.1%	10.0%
Elderly person	6.8%	N/A*

*In 2014, respondents were not asked whether they had caring responsibilities for an elderly person.

APPENDIX I

Cover letter and questionnaire

DVA Customer Satisfaction Survey 2016



DVA Customer Services
Coleraine County Hall
Castlerock Road
Waterside
COLERAINE
BT51 3HS

«Title» «Forename_1Business_name» «Surname»
«Address1»
«Address2»
«Address3»
«Postcode»

Date as postmark

Dear «Title» «Surname»,

Driver & Vehicle Agency Customer Satisfaction Survey 2016

As part of our commitment to continuous improvement, we are undertaking a survey of our customers to discover their views on the quality of service we provide.

The survey is being carried out independently by Perceptive Insight on behalf of DVA. The survey was previously carried out in 2014 and the questionnaire has since been updated to reflect recent changes in the provision of 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 **Monday 31st October**, in the prepaid envelope provided.

As the survey needs to represent all of our customers, it is vital that as many people as possible take part. Your response will be invaluable in helping us improve the service we provide.

The questionnaire is anonymous and all information given will be treated with the strictest confidence. 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 Perceptive Insight on Freephone 0333 323 9696.

Thank you in advance for your help.

Yours sincerely

A handwritten signature in black ink that reads "John McAuley".

John McAuley
Head of Customer Service



DVA Customer Satisfaction Survey 2016



DVA Customer Services
Coleraine County Hall
Castlerock Road
Waterside
COLERAINE
BT51 3HS

«Title» «Forename_1Business_name» «Surname»
«Address1»
«Address2»
«Address3»
«Postcode»

Date as postmark

Dear «Title» «Surname»,

Driver & Vehicle Agency Customer Satisfaction Survey 2016

As part of our commitment to continuous improvement, we are undertaking a survey of our customers to discover their views on the quality of service we provide.

The survey is being carried out independently by Perceptive Insight on behalf of DVA. The survey was previously carried out in 2014 and the questionnaire has since been updated to reflect recent changes in the provision of services provided by the DVA in Northern Ireland.

As someone who has recently contacted DVA regarding your driving licence or taxi/bus 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 **Monday 31st October**, in the prepaid envelope provided.

As the survey needs to represent all of our customers, it is vital that as many people as possible take part. Your response will be invaluable in helping us improve the service we provide.

The questionnaire is anonymous and all information given will be treated with the strictest confidence. No individual can, or will be, named or identified in any way.

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John McAuley
Head of Customer Service



DVA Customer Satisfaction Survey 2016



DVA Customer Services
Coleraine County Hall
Castlerock Road
Waterside
COLERAINE
BT51 3HS

«Title» «Forename_1Business_name» «Surname»
«Address1»
«Address2»
«Address3»
«Postcode»

Date as postmark

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Driver & Vehicle Agency Customer Satisfaction Survey 2016

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The survey is being carried out independently by Perceptive Insight on behalf of DVA. The survey was previously carried out in 2014 and the questionnaire has since been updated to reflect recent changes in the provision of 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 **Monday 31st October**, in the prepaid envelope provided.

As the survey needs to represent all of our customers, it is vital that as many people as possible take part. Your response will be invaluable in helping us improve the service we provide.

The questionnaire is anonymous and all information given will be treated with the strictest confidence. 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 Perceptive Insight on Freephone 0333 323 9696.

Thank you in advance for your help.

Yours sincerely

A handwritten signature in black ink that reads "John McAuley".

John McAuley
Head of Customer Service



Customer Satisfaction Survey 2016

Please start at Q101 below and follow the instructions at each question. This will help direct you through the questionnaire. Simply put a tick ✓ in the box that applies to your answer.

What colour is the questionnaire?

- Blue (D)
- Cream (V)
- Yellow (L)

Section 1 - Your contact with the DVA

Q101 The last time you were in contact with the Diver and Vehicle Agency (DVA) which of the following services did you use?

- Driver Testing
- Vehicle Testing
- Driver Licensing
- Bus & Taxi Licensing
- Driving/Motorcycle Instructor Licensing

Section 2 - Written contact with the DVA

Q201 Have you written to or e-mailed the DVA within the last year?

- Yes
- No - go to Q301

Q202 Have you received a response from the DVA regarding your written/e-mailed query?

- Yes
- No - go to Q301

Q203 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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The clarity of response received	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The quality of any information supplied with the response (e.g. letters, forms, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, how satisfied were you with the way your written/e-mailed enquiry was handled?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q204 If you were dissatisfied with any of the above please tell us why.

Section 3 - Personal visits to DVA premises

Q301 Have you visited any DVA premises for a vehicle test or driving test within the last year?

Yes

No - go to Q309

Q302 The **last time** you visited the DVA for a test, was it for a.....

Please tick ONE box only

Driving Test

Vehicle Test - Full Test

Vehicle Test - Retest

Q303 Thinking about the **last time** you visited the DVA for a test, which centre did you attend?

Please tick ONE box only

Armagh

Craigavon

Derry~Londonderry

Ballymena

Downpatrick

Mallusk

Belfast

Enniskillen

Newry

Coleraine

Larne

Newtownards

Cookstown

Lisburn

Omagh

Q304 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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The test procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The politeness and courtesy shown by the examiner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, how satisfied were you with how your test was handled?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q305 If you were dissatisfied with any of the above please tell us why.

Q306 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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disabled facilities at DVA premises (e.g. access ramps, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DVA Customer Satisfaction Survey 2016

Q307 If you were dissatisfied with any of the above please tell us why.

Q308 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

Q309 Have you visited any DVA premises within the last year (for any reason other than for a vehicle test or driving test)?

- Yes
 No - **go to Q401**

Q310 The **last time** you visited the DVA (for any reason other than for a vehicle test or driving test), where did you go?

Please tick ONE box only

- Local Test Centre
 Road Transport Licensing Division (Corporation Street) - **go to Q312**
 Other - **go to Q312**

Other - Please specify

Q311 Which **Test Centre** did you attend the last time you visited the DVA?

Please tick ONE box only

- | | | |
|------------------------------------|--------------------------------------|--|
| <input type="checkbox"/> Armagh | <input type="checkbox"/> Craigavon | <input type="checkbox"/> Derry~Londonderry |
| <input type="checkbox"/> Ballymena | <input type="checkbox"/> Downpatrick | <input type="checkbox"/> Mallusk |
| <input type="checkbox"/> Belfast | <input type="checkbox"/> Enniskillen | <input type="checkbox"/> Newry |
| <input type="checkbox"/> Coleraine | <input type="checkbox"/> Larne | <input type="checkbox"/> Newtownards |
| <input type="checkbox"/> Cookstown | <input type="checkbox"/> Lisburn | <input type="checkbox"/> Omagh |

Q312 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
The time spent queuing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The ability of counter staff to deal with your query	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The politeness and courtesy shown by the staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DVA Customer Satisfaction Survey 2016

The quality of the information you received

The length of time it took to resolve your query (*Please leave blank if query still to be resolved*)

Overall, how satisfied were you with how your visit to the DVA was handled?

Q313 If you were dissatisfied with any of the above please tell us why.

Q314 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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disabled facilities at DVA premises (e.g. access ramps, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q315 If you were dissatisfied with any of the above please tell us why.

Section 4 - Online access to DVA services

Q401 Have you ever used DVA on-line booking service (for driving tests/vehicle tests)?

- Yes No - go to Q405

Q402 Why did you use the on-line booking service?

Please tick ALL that apply

- To book a driving test To book a vehicle test

Q403 Overall, how satisfied were you with the on-line booking system?

Please tick ONE box only

- Very satisfied
 Satisfied
 Dissatisfied
 Very dissatisfied

DVA Customer Satisfaction Survey 2016

Q404 If you were dissatisfied please tell us why.

Q405 Have you ever used the NI Direct (Motoring) website to gain information on DVA services (other than the on-line booking system)?

- Yes No - go to Q501

Q406 What were your reasons for accessing the DVA information on NI Direct (Motoring)?

Please tick ALL that apply

- Driver Licensing information
- Vehicle Testing information
- Driver Testing information
- Contact information (e.g. e-mail address, telephone number, etc)
- Bus & Taxi Licensing
- Links to other websites
- To download forms
- Other

Other - Please specify

Q407 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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information provided on the website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The ease with which you were able to find the relevant information on the website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, how satisfied were you with the website?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q408 If you were dissatisfied with any of the above please tell us why.

Section 5 - Your overall view of DVA services

Q501 Thinking about your overall contact with the DVA in the last year, to what extent do you agree/disagree that you were **treated fairly** by the DVA?

Please tick ONE box only

- Strongly agree
- Agree
- Disagree
- Strongly disagree

Q502 If you disagreed please tell us why.

Q503 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

Q504 If you were dissatisfied please tell us why.

Section 6 - About you

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.

Q601 Which age group do you belong to?

- | | |
|--------------------------------|----------------------------------|
| <input type="checkbox"/> 16-21 | <input type="checkbox"/> 61-69 |
| <input type="checkbox"/> 22-30 | <input type="checkbox"/> 70+ |
| <input type="checkbox"/> 31-44 | <input type="checkbox"/> Refused |
| <input type="checkbox"/> 45-60 | |

Q602 Are you...

- | | |
|----------------------------------|---------------------------------|
| <input type="checkbox"/> Male | <input type="checkbox"/> Female |
| <input type="checkbox"/> Refused | |

DVA Customer Satisfaction Survey 2016

Q603 What is your current marital status?

- | | |
|---|----------------------------------|
| <input type="checkbox"/> Single | <input type="checkbox"/> Widowed |
| <input type="checkbox"/> Married/Civil Partnership | <input type="checkbox"/> Refused |
| <input type="checkbox"/> Divorced/Separated/Civil Partnership dissolved | |

Q604 Have you primary responsibility for care of any of the following dependants?

- Care of a child/children
- Care of a person with a disability
- Care of an elderly person
- No
- Refused

Q605 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*).

- | | |
|----------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| <input type="checkbox"/> Refused | |

Q606 What is your religion, even if you are not currently practising?

- | | |
|---|--------------------------------------|
| <input type="checkbox"/> Catholic | <input type="checkbox"/> No religion |
| <input type="checkbox"/> Protestant | <input type="checkbox"/> Refused |
| <input type="checkbox"/> Other religion | |

Other comments

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. If you happen to misplace the envelope provided, the free postage address is:

*DVA Customer Satisfaction Survey
Perceptive Insight
Jacob Peterson House
109 Bloomfield Ave
Belfast, BT5 5AB*

APPENDIX II

Unweighted Tables

DVA Customer Satisfaction Survey 2016

Q101 The last time you were in contact with the Driver and Vehicle Agency (DVA) which of the following services did you use?

Base	1565
Driver Testing	128 8.2%
Vehicle Testing	1112 71.1%
Driver Licensing	303 19.4%
Bus & Taxi Licensing	19 1.2%
Driving/Motorcycle Instructor Licensing	3 0.2%

Q201 Have you written to or e-mailed the DVA within the last year?

Base	1563
Yes	196 12.5%
No - go to Q301	1367 87.5%

Q202 Have you received a response from the DVA regarding your written/e-mailed query?

Base	194
Yes	182 93.8%
No - go to Q301	12 6.2%

DVA Customer Satisfaction Survey 2016

Q203 Thinking about the last time you wrote to or e-mailed the DVA how satisfied/dissatisfied were you with the followingThe length of time taken to respond to your initial letter/e-mail

Base	180
Very satisfied	114 63.3%
Satisfied	61 33.9%
Dissatisfied	4 2.2%
Very dissatisfied	1 0.6%

Q203 Thinking about the last time you wrote to or e-mailed the DVA how satisfied/dissatisfied were you with the followingThe clarity of response received

Base	178
Very satisfied	117 65.7%
Satisfied	56 31.5%
Dissatisfied	4 2.2%
Very dissatisfied	1 0.6%

DVA Customer Satisfaction Survey 2016

Q203 Thinking about the last time you wrote to or e-mailed the DVA how satisfied/dissatisfied were you with the followingThe quality of any information supplied with the response (e.g. letters, forms, etc.)

Base	178
Very satisfied	117 65.7%
Satisfied	57 32.0%
Dissatisfied	4 2.2%
Very dissatisfied	- -

Q203 Thinking about the last time you wrote to or e-mailed the DVA how satisfied/dissatisfied were you with the followingOverall, how satisfied were you with the way your written/e-mailed enquiry was handled?

Base	178
Very satisfied	119 66.9%
Satisfied	54 30.3%
Dissatisfied	5 2.8%
Very dissatisfied	- -

Q301 Have you visited any DVA premises for a vehicle test or driving test within the last year?

Base	1560
Yes	1345 86.2%
No - go to Q309	215 13.8%

DVA Customer Satisfaction Survey 2016

Q302 The last time you visited the DVA for a test, was it for a.....

Base	1334
Driving Test	125 9.4%
Vehicle Test - Full Test	1112 83.4%
Vehicle Test - Retest	97 7.3%

Q303 Thinking about the last time you visited the DVA for a test, which centre did you attend?

Base	1341
Armagh	58 4.3%
Ballymena	110 8.2%
Belfast	138 10.3%
Coleraine	107 8.0%
Cookstown	66 4.9%
Craigavon	80 6.0%
Downpatrick	60 4.5%
Enniskillen	61 4.5 %
Larne	69 5.1%
Lisburn	103 7.7%
Derry~Londonderry	78 5.8%
Mallusk	109 8.1%
Newry	86 6.4%
Newtownards	157 11.7%
Omagh	58 4.3%
Refused	1 0.1%

DVA Customer Satisfaction Survey 2016

Q304 Thinking about the last time you visited the DVA for a test, how satisfied/dissatisfied were you with the following....The time spent queuing

Base	1334
Very satisfied	804 60.3%
satisfied	498 37.3%
Dissatisfied	23 1.7%
Very dissatisfied	9 0.7%

Q304 Thinking about the last time you visited the DVA for a test, how satisfied/dissatisfied were you with the following....The test procedures

Base	1330
Very satisfied	836 62.9%
satisfied	465 35.0%
Dissatisfied	17 1.3%
Very dissatisfied	12 0.9%

Q304 Thinking about the last time you visited the DVA for a test, how satisfied/dissatisfied were you with the following....The politeness and courtesy shown by the examiner

Base	1330
Very satisfied	926 69.6%
satisfied	360 27.1%
Dissatisfied	24 1.8%
Very dissatisfied	20 1.5%

DVA Customer Satisfaction Survey 2016

Q304 Thinking about the last time you visited the DVA for a test, how satisfied/dissatisfied were you with the following....Overall, how satisfied were you with how your test was handled?

Base	1333
Very satisfied	910 68.3%
satisfied	388 29.1%
Dissatisfied	19 1.4%
Very dissatisfied	16 1.2%

Q306 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 customers at DVA premises (e.g. waiting area, etc)

Base	1278
Very satisfied	448 35.1%
Satisfied	765 59.9%
Dissatisfied	54 4.2%
Very dissatisfied	11 0.9%

DVA Customer Satisfaction Survey 2016

Q306 Again, thinking about the last time you visited the DVA for a test, how satisfied / dissatisfied were you with the following....Disabled facilities at DVA premises (e.g. access ramps, etc)

Base	582
Very satisfied	259 44.5%
Satisfied	315 54.1%
Dissatisfied	7 1.2%
Very dissatisfied	1 0.2%

Q308 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.

Base	1294
Very satisfied	312 24.1%
Satisfied	612 47.3%
Dissatisfied	291 22.5%
Very dissatisfied	79 6.1%

Q309 Have you visited any DVA premises within the last year (for any reason other than for a vehicle test or driving test)?

Base	1560
Yes	144 9.2%
No - go to Q401	1416 90.8%

DVA Customer Satisfaction Survey 2016

Q310 The last time you visited the DVA (for any reason other than for a vehicle test or driving test), where did you go?

Base	143
Local Test Centre	117 81.8%
Road Transport Licensing Division (Corporation Street) - go to Q312	7 4.9%
Other - go to Q312	19 13.3%

Q311 Which Test Centre did you attend the last time you visited the DVA?

Base	117
Armagh	4 3.4%
Ballymena	8 6.8%
Belfast	27 23.1%
Coleraine	12 10.3%
Cookstown	2 1.7%
Craigavon	3 2.6%
Downpatrick	9 7.7%
Enniskillen	8 6.8%
Larne	7 6.0%
Lisburn	8 6.8%
Derry~Londonderry	10 8.5%
Mallusk	5 4.3%
Newry	3 2.6%
Newtownards	7 6.0%
Omagh	4 3.4%

DVA Customer Satisfaction Survey 2016

Q312 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

Base	143
Very satisfied	64 44.8%
Satisfied	73 51.0%
Dissatisfied	6 4.2%
Very dissatisfied	- -

Q312 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 ability of counter staff to deal with your query

Base	141
Very satisfied	81 57.4%
Satisfied	51 36.2%
Dissatisfied	7 5.0%
Very dissatisfied	2 1.4%

DVA Customer Satisfaction Survey 2016

Q312 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 politeness and courtesy shown by the staff

Base	143
Very satisfied	89 62.2%
Satisfied	50 35.0%
Dissatisfied	4 2.8%
Very dissatisfied	- -

Q312 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 quality of the information you received

Base	143
Very satisfied	88 61.5%
Satisfied	52 36.4%
Dissatisfied	1 0.7%
Very dissatisfied	2 1.4%

DVA Customer Satisfaction Survey 2016

Q312 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 length of time it took to resolve your query

Base	141
Very satisfied	85 60.3%
Satisfied	51 36.2%
Dissatisfied	2 1.4%
Very dissatisfied	3 2.1%

Q312 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.....Overall, how satisfied were you with how your visit to the DVA was handled?

Base	142
Very satisfied	87 61.3%
Satisfied	49 34.5%
Dissatisfied	4 2.8%
Very dissatisfied	2 1.4%

DVA Customer Satisfaction Survey 2016

Q314 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)

Base	136
Very satisfied	56 41.2%
Satisfied	73 53.7%
Dissatisfied	6 4.4%
Very dissatisfied	1 0.7%

Q314 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? Disabled facilities at DVA premises (e.g. access ramps, etc)

Base	86
Very satisfied	43 50.0%
Satisfied	41 47.7%
Dissatisfied	2 2.3%
Very dissatisfied	- -

Q401 Have you ever used DVA on-line booking service (for driving tests/vehicle tests)?

Base	1564
Yes	996 63.7%
No - go to Q405	568 36.3%

DVA Customer Satisfaction Survey 2016

Q402 Why did you use the on-line booking service?

Base	992
To book a driving test	134 13.5%
To book a vehicle test	885 89.2%

Q403 Overall, how satisfied were you with the on-line booking system?

Base	991
Very satisfied	702 70.8%
Satisfied	258 26.0%
Dissatisfied	22 2.2%
Very dissatisfied	9 0.9%

Q405 Have you ever used the NI Direct (Motoring) website to gain information on DVA services (other than the on-line booking system)?

Base	1564
Yes	440 28.1%
No - go to Q501	1124 71.9%

DVA Customer Satisfaction Survey 2016

Q406 What were your reasons for accessing the DVA information on NI Direct (Motoring)?

Base	440
Driver Licensing information	257 58.4%
Vehicle Testing information	246 55.9%
Driver Testing information	58 13.2%
Contact information (e.g. e-mail address, telephone number, etc)	103 23.4%
Bus & Taxi Licensing	16 3.6%
Links to other websites	29 6.6%
To download forms	80 18.2%
Other	29 6.6%

Q407 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

Base	438
Very satisfied	166 37.9%
Satisfied	252 57.5%
Dissatisfied	19 4.3%
Very dissatisfied	1 0.2%

DVA Customer Satisfaction Survey 2016

Q407 Thinking about using the NI Direct (Motoring) website to access DVA information, how satisfied/dissatisfied were you with the following...The information provided on the website

Base	436
Very satisfied	176 40.4%
Satisfied	244 56.0%
Dissatisfied	15 3.4%
Very dissatisfied	1 0.2%

Q407 Thinking about using the NI Direct (Motoring) website to access DVA information, how satisfied/dissatisfied were you with the following...The ease with which you were able to find the relevant information on the website

Base	435
Very satisfied	150 34.5%
Satisfied	238 54.7%
Dissatisfied	41 9.4%
Very dissatisfied	6 1.4%

DVA Customer Satisfaction Survey 2016

Q407 Thinking about using the NI Direct (Motoring) website to access DVA information, how satisfied/dissatisfied were you with the following...Overall, how satisfied were you with the website?

Base	435
Very satisfied	157 36.1%
Satisfied	258 59.3%
Dissatisfied	18 4.1%
Very dissatisfied	2 0.5%

Q501 Thinking about your overall contact with the DVA in the last year, to what extent do you agree/disagree that you were treated fairly by the DVA...I was treated fairly by the DVA

Base	1558
Strongly agree	870 55.8%
Agree	654 42.0%
Disagree	19 1.2%
Strongly disagree	15 1.0%

Q503 Taking everything into consideration, how satisfied/dissatisfied were you with the overall service provided by the DVA in the last year?

Base	1558
Very satisfied	944 60.6%
Satisfied	571 36.6%
Dissatisfied	32 2.1%
Very dissatisfied	11 0.7%

DVA Customer Satisfaction Survey 2016

Q601 Which age group do you belong to?

Base	1547
16-21	93 6.0%
22-30	112 7.2%
31-44	260 16.8%
45-60	525 33.9%
61-69	287 18.6%
70+	270 17.5%

Q602 Are you...

Base	1518
Male	912 60.1%
Female	606 39.9%

Q603 What is your current marital status?

Base	1536
Single	362 23.6%
Married/Civil Partnership	979 63.7%
Divorced/Separated/Civil Partnership dissolved	115 7.5%
Widowed	80 5.2%

DVA Customer Satisfaction Survey 2016

Q604 Have you primary responsibility for care of any of the following dependants?

Base	1525
Care of a child/children	411 27.0%
Care of a person with a disability	93 6.1%
Care of an elderly person	102 6.7%
No	976 64.0%

Q605 Do you have a long-standing illness, disability or infirmity?

Base	1513
Yes	198 13.1%
No	1315 86.9%

Q606 What is your religion, even if you are not currently practising?

Base	1484
Catholic	548 36.9%
Protestant	747 50.3%
Other religion	50 3.4%
No religion	139 9.4%