

Customer Information.

We will provide you here with details of issues which you have raised and dips in our performance. We will also give you information about action which we have taken (or are taking) in order to resolve such issues, and improvements which we have made.

Data Security

- Subsequent to the loss of vehicle data in 2007 we have reviewed our data transmission processes, including:
 - 2008.
 - An information management and data security review; and
 - The introduction of more secure methods of data transmission.
 - 2009.
 - The Information Commissioner's Office completed an audit of DVA processes. A draft report of the findings is currently with DVA for consideration.

Telephone Review.

- As a result of customer request we have conducted a review of our telephone system, including:
 - Cross training of staff;
 - Retraining staff in Telephone Techniques;
 - Targeting resources at busy periods; and
 - Filling staff vacancies e.g. additional summer staff.
- In 2008/09 74% of calls were answered within 30 seconds, against a target of 85%. 63% was met in 2007/08, and 46% in 2006/07. *This is an improvement of 28% within 2 years.*
- Last year DVA Licensing received 770,000 telephone calls. This equates to an average of 64,000 calls per month; 15,000 per week; and 3,100 per working day.

Taxi Plating.

- DVA failed to meet its Ministerial Target for the issue of taxi plates during the 2008/09 year. The target was 'to dispatch 96% of taxi plates within 6 working days, on receipt of all documentation'. Although the target was in fact met for most of the year, it was missed on a number of dates during a 3-month period during late autumn and this was enough to result in the overall year's target being lost. The reason for the missed target was twofold: delays in upgrading the associated IT licensing system; and a lack of staff. A new IT taxi licensing system is now installed and staffing is at the required level.

As a result of Customer Complaints we have:

2008.

- Made specific changes to our telephone messaging system.
- Conducted a full review of our website and clarified the wording in relation to V10 renewal transactions at Post Offices.
- Revised our procedures regarding the disposal of licences.

2009.

- Completely reviewed the DL1 Driving Licence application form.
- Amended the flyer 'Important Information on Driving Licence Procedures' that is enclosed with the issue of Driving Licence Reminder forms.
- Simplified the procedure for transferring vehicles between NI and GB.

Action taken due to Customer Suggestions.

2008.

- As a result of a customer suggestion we now include pre-paid envelopes with DVA complaints forms.
- One of the Driver Licensing 'customer letter templates' has been re-worded as a result of a customer suggestion.
- We now allow tax/SORN renewals earlier in the month, i.e. from the 5th rather than the 15th of the month prior to the month of tax commencement.

2009.

- An additional link to 'NI Direct' has been added to the DVA FOI (Freedom of Information) website 'What We Publish homepage'.
- A system has been implemented to enable replacement MOTs to be issued as part of the Cherished Transfer process.
- Large fleet operators (who satisfy certain conditions) can register as number plate suppliers.

DVA Local Vehicle Licensing Offices (LVLOs).

2008.

- Belfast LVLO customers requested a facility for checking EU identity documents, this has been introduced.
- Enniskillen LVLO customers asked for a specific driver licence counter, which we have now set up specifically to deal with driver licence queries and applications. This is working out very well.
- In response to request from Omagh LVLO customers we have introduced a dedicated room for Driving Licence transactions, for more privacy.
- A meet and greet facility is now in place in Armagh LVLO, in response to customer demand.

2009.

Although DVA met its Ministerial Target for Average Waiting Time in its LVLOs for the 2008/09 year, it failed to meet the target individually in its Armagh and Belfast LVLOs. The target was to achieve an average waiting time of 13 minutes. Consideration has been given to possible action which can be taken in order to improve waiting times in these offices. Some measures which have been implemented are included in the list below.

- Belfast LVLO has introduced a 'roving cashier' in order to reduce queuing times (when staffing permits).
- In Belfast LVLO seating has been replaced in an improved arrangement to enhance customer comfort.
- Access to the DVA Telephone Re-licensing service has been made available from Belfast & Coleraine LVLOs. This alternative re-licensing option is offered in these offices with the aim of reducing queuing times.
- A review of the Armagh office is currently being conducted – this includes consideration of measures which could be implemented in order to reduce queuing times.