



An Roinn Iompair
Department of Transport

Quality Assurance Process 2019

Appendix E

Implementation of Value-for-Money and Focused Policy Assessment Recommendations

This section provides an update on the implementation of recommendations arising from the following Value-for-Money Reviews and Focused Policy Assessments:

Driver Testing Service VfM Review

Update on the Implementation of VfM and FPA Recommendations				
Driver Testing Service - Value for Money Review				
Recommendation	Target Date	Action Update	Revised Date	Status
Improve Operation and Efficiency				
By end-2017, the RSA should design and put into operation a methodology for allocating direct, indirect and estate costs to each test centre. This data will be used as the basis for comparative analysis of similar test centres, to identify performance indicators and potential areas for improved efficiency. The unit cost per test at each centre should be published at least annually.	End 2017	The data is compiled quarterly and published annually.	Not specified	Completed
By end-2017 the RSA will finalise a methodology to determine the costs and unit costs relating to specific test categories. This data is also to be published at least annually.	End 2017	The data is compiled quarterly and published annually.	Not specified	Completed
The RSA to endeavour to provide all test applicants with the option of selecting the date and time of their driving test from an online calendar system.	Not specified	This is a component of the new ICT system, which is currently under development	Q4 2020	Ongoing
By mid-2017, the RSA is to complete its review of the methodology used to calculate national average waiting times and reassess past figures. This average should be maintained on an ongoing basis on the RSA website.	Mid 2017	Methodology developed and implemented and published weekly on the RSA website	n/a	Completed
DTTas and the RSA to agree annually on the number of test applications that can be received and delivered without exceeding the ten-week national average waiting time target. This figure to be included in the Performance Delivery Agreement between them.	Annual	Demand forecasting model developed and used in outlining required tester capacity	Annual	Completed
RSA to develop statistical monitoring system to identify test centres not meeting a sufficient level of test applications relative to similar centres within the same region.	Not specified	The RSA is satisfied that test centre locations and size are appropriate and geographically spaced so as to not put too onerous a journey on the learner driver. It is likely that physical test centre capacity will need to be expanded in future due to recruitment of extra driver testers.	Not specified	Ongoing
RSA to explore the feasibility of developing an evaluation system to determine a maximum number of tests that can be delivered by individual test centres.	Not specified	The RSA maintains data on the capacity of each driving test centre and uses this data in assigning resources weekly	Not specified	Completed
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Update on the Implementation of VfM and FPA Recommendations				
Driver Testing Service - Value for Money Review				
Recommendation	Target Date	Action Update	Revised Date	Status
Improve Effectiveness				
Future analysis of Driving Test Pass Rates at National and Test Centre levels should be carried out to include the assessment of possible factors influencing differences in pass rates between men and women, and between different age groups.	Not specified	The RSA research department does not hold the data required to address this item. Obtaining these data would involve undertaking an extensive body of complex national research, which would exceed the capacity of our business plan commitments.	TBD	Ongoing
Future analysis should also include research into the distinct and enduring regional differences in pass rates, particularly between Western and Eastern test centres.	Not specified	The RSA research department does not hold the data required to address this item. Obtaining these data would involve undertaking an extensive body of complex national research, which would exceed the capacity of our business plan commitments.	TBD	Ongoing
The statistical monitoring process for individual examiners' pass rates should account for the different vehicle category tests that examiners undertake and calculate the deviation accordingly. For example: an examiner's average pass rate for motorcycle tests should be compared to the comparison group's expected average pass rate for motorcycle tests, as opposed to conducting a comparison based on overall pass rates.	Not specified	Comparisons are with the same category of test in the comparison group	TBD	Completed
Measures should be explored to end the possibility of those who hold a third or higher iteration of their learner permit repeatedly renewing their permit without actually sitting the driving test.	Not specified	Proposals have been submitted to Dept Transport for consideration	TBD	Ongoing
RSA to explore further the possibility of including a Hazard Perception element to the Driver Theory Test and an Independent Driving element to the practical Driving Test.	Not specified	The RSA has submitted a proposal to the Department for a Hazard Perception Test, which the Department is considering. If agreed, the Department will make a proposal to the Minister, and legislation would be needed. A pilot on Independent Driving at the driving test is due to be conducted by end Q2 2020	TBD	Ongoing
Data Collection				
By end-2017, RSA and other relevant bodies (i.e. the CSO, An Garda Síochána) should have begun to collect information on license type, driver age, experience, and cause of collision for all drivers involved in collisions.	End 2017	The RSA believe this action has been achieved.	n/a	Complete
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Update on the Implementation of VfM and FPA Recommendations				

Driver Testing Service - Value for Money Review				
Recommendation	Target Date	Action Update	Revised Date	Status
Data Collection				
The RSA should investigate collision rates, broken down by license type, driver age, driver experience and cause of collision in other countries, in order to better benchmark driver performance and behaviour, and potentially identify specific areas of driver training and testing to target for improvement.	Not specified	The RSA state that this action has been achieved.	n/a	Complete
The RSA should begin to compile data on test fault marking statistics, distinguishing between candidates who pass and fail. This data should be coordinated with the 'cause of collision' data to enable comparison and analysis. This should be used to identify specific behaviours and competencies which should be targeted to improve road safety.	Not specified	Ongoing The driving test is close to but not quite a naturalistic driving scenario. The fact that the tester is seated in the vehicle means drivers will make every attempt not to speed, be distracted and will wear their seat belt. This is because these are points on which the test will fail. Habits related to the killer behaviours are ones' drivers develop while driving on their own or later in their driving career, and will not manifest themselves in the driving test. As such killer behaviours, previously mentioned, will not be captured within the constructs of the driving test. The recommendation that test fault statistics be examined is highly pertinent to improving the driving education received by learner drivers. For instance, this could involve identifying competencies that may require further reinforcement. This would be done in conjunction with the Driver Education section in the Road Safety, Research and Driver Education Directorate. The Driver testing service will share data relating to faults incurred in the test with our Research Dept. for analysis	Q2 2019	Ongoing
Future Monitoring & Evaluation				
Once methodologies have been developed and implemented to accurately record and assess costs at a test centre level and by test type, and no later than 18 months after the publication of this report, the RSA should conduct a review of the delivery requirements of the DTS, including a cost-benefit analysis of identified options. This should identify future options for the estate and operational structure of the DTS, and how this will develop over future years.	Mid 2019	The RSA conducted an evaluation in preparation for the surge in applications on foot of the 'Clancy' Road Traffic legislation, which identified options for delivering the additional demand incorporating cost, staffing levels, and estate needs. The Dept. accepted internal delivery.	Not specified	Completed
The RSA is to monitor the annual difference between Total Costs (incl. Estate Costs) and Fee Income for the DTS on a rolling 3-year basis. This data is to be published annually.	Annual	Published annually	Not specified	Completed
By end-2017, the RSA will conduct an assessment of the DTS's ability to apply resources where required so as to ensure a consistent level of waiting times between test centres.	End 2017	The RSA has a forecast model in place at national level. The model is used to review immediate and longer-term requirements which are then engaged upon with the Dept.	Not specified	Completed
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Update on the Implementation of VfM and FPA Recommendations				
Driver Testing Service - Value for Money Review				
Recommendation	Target Date	Action Update	Revised Date	Status
Future Monitoring & Evaluation				
By Q1 2018, the RSA to have explored the possibility of developing a demand forecasting model for Driving Test Applications. As part of this process it should be investigated whether demand forecasting can be broken down geographically and/or seasonally.	Early 2018	The RSA has a forecast model in place at national level. The model is used to review immediate and longer-term requirements which are then engaged upon with the Dept.	Q4 2019	Completed
A focused evaluation of the EDT and IBT programmes to be undertaken by 2018 to assess the impact of the programmes on road safety, pass/fail rates and attendance rates.	End 2017	An EDT evaluation has been completed (CAS) and all of the recommendations are to be implemented. An evaluation of the IBT programme is proposed and timeframe to be established.	Q4 2019	Partially completed
Following the RSA's review of the delivery requirements of the DTS, DTTaS should undertake a policy review of the DTS including the possibility of outsourcing the service.	Not specified	The Dept accepted internal delivery of the service.	Q4 2019	Completed
DTTaS should consider, where feasible, explicitly including the recommendations made in this report as measurable targets in their Performance Delivery Agreement with the RSA.	Not specified	The RSA are awaiting feedback from DTTaS on this recommendation.	Q4 2019	Not started
The RSA and OPW should work together to identify alternative uses of estate that is found to be surplus to the requirements of the DTS, as part of the review of the delivery requirements of the DTS.	Not specified	It is standard practice that the RSA engages with the OPW on all estate requirements. There are currently no surplus requirements.	Q4 2019	Completed
DTTaS will carry out a check as part of the 2018 and 2019 Quality Assurance processes to assess progress on the implementation plan for this report.	Mid 2018/2019	Progress Implementation plan reviewed in June 2018.	Not specified	Ongoing
END				