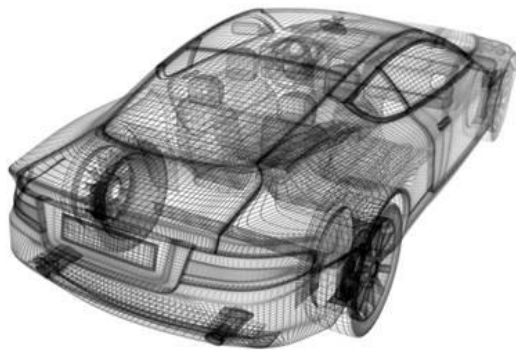


Value of Technology in Roadworthiness Inspection – a “Case Study” on Roadworthiness Inspection in Ireland



March 2014

Public Private Partnership

Is it the Role of Government to:

Deliver PTI or Ensure PTI is Provided?

Public Sector do Administration Effectively
Private Sector Delivery High Quality Service

What is the measure of Success?

The Government Achieves its Strategic Goals

How is Success Achieved?

Apportioning the correct levels of RISK, RESPONSIBILITY &
REWARD to Incentivise Performance

Ireland – PPP Model

- ⊕ Vehicle Inspection introduced 2000: **415 road deaths.**
- ⊕ 100% increase in Volume of Vehicles by 2012: **162 Fatalities.**
- ⊕ Inspections due on 4th Anniversary, then every 2 years
 - ⊕ On June 1st 2011 annual testing for vehicles 10 years old and older introduced
- ⊕ Applus+ execute approximately 1,800,000 vehicle inspections per year
 - ⊕ 32% of vehicles requiring an in-lane re-inspection.
 - ⊕ 16% of vehicle require a visual re-inspection
- ⊕ Applus+ employ over 750 people in Ireland, over 500 of which are dedicated vehicle inspectors.
- ⊕ Applus+ operate 47 inspection centres (100 inspection lanes) which range in size from single lane centres to 9 lane operations.
- ⊕ Contractual requirement to manage the service through a booking process.
- ⊕ Opening hours flexible to meet demand.



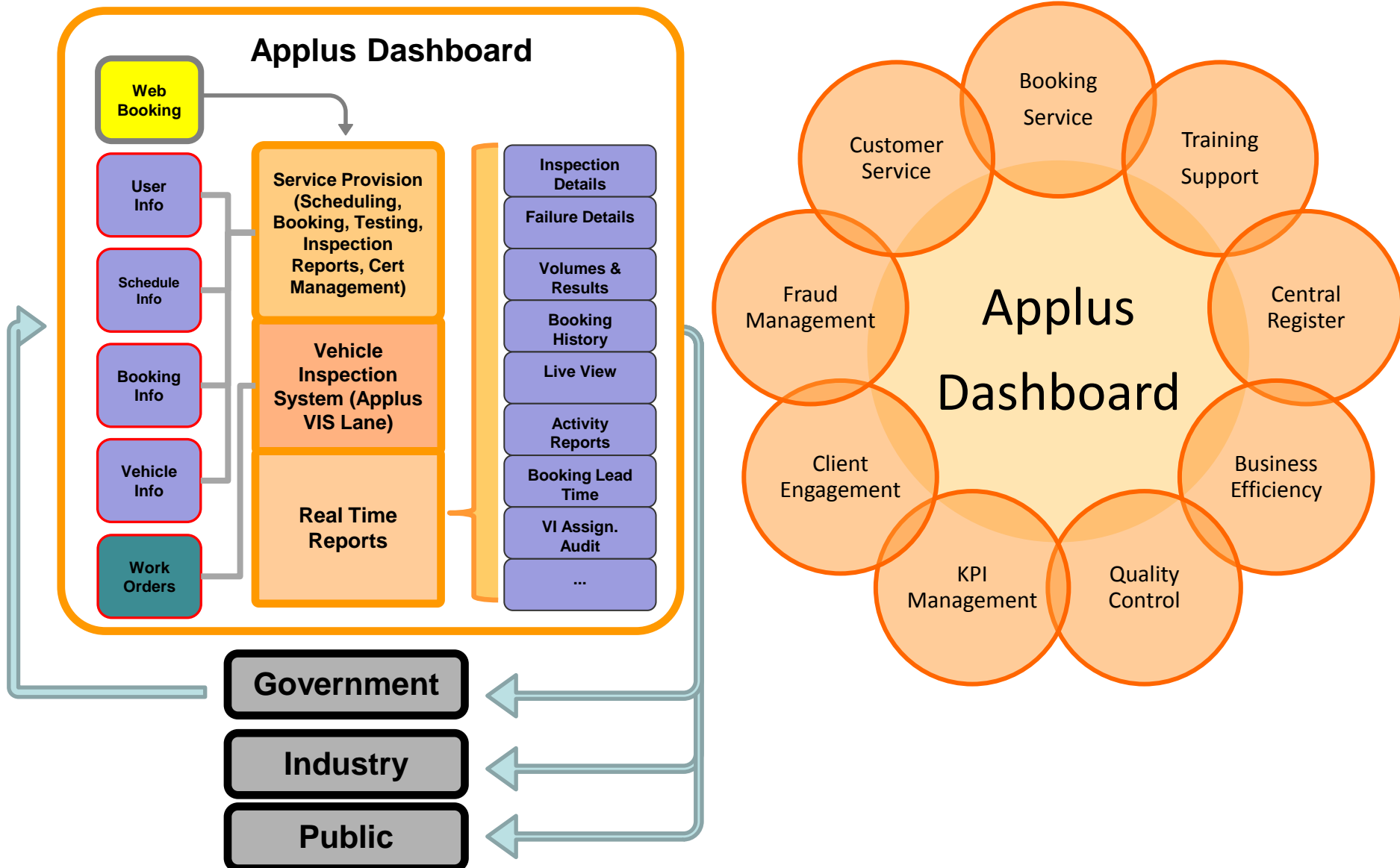
Ireland – PPP Model

- ⊕ Complete outsourcing of risk/responsibility to Specialist Organisation
 - ⊕ Contractual KPI's are set with heavy penalties
- ⊕ Assured of Independence and Impartiality
 - ⊕ No affiliation to motor or repair industry
- ⊕ Value
 - ⊕ Maximise Efficiency and Utilisation
- ⊕ Enables a centralised system
 - ⊕ All data is collected consistently and reported, real-time centrally
- ⊕ Ensures that remote areas are serviced
 - ⊕ 90% of customers travel less than 50 kilometres to the nearest centre
 - ⊕ Small centres in rural areas
- ⊕ Service provider incentivised to meet demand
 - ⊕ Proactively manages customer compliance
 - ⊕ Applus are opening and expanding centres each year
- ⊕ Controlled profit share over contract duration
 - ⊕ Monopoly provides the service provider with the comfort to invest in and maintain the network and quality of service

Ireland – PPP Model – Quality KPIs

- ⊕ **Notifications - 100%** of customers to receive a notification of their requirement to get an inspection 4-6 weeks in advance (80% Threshold)
- ⊕ **Booking Lead Time** – The Maximum length of time a test centre must have available test slots - 14 days for network as a whole and 21 days for individual Centres. 7 days for retest.
- ⊕ **Test Integrity – 99%**. Random Checking of vehicle test outcomes at test centres. In excess of 1500 Vehicle audits per annum
- ⊕ **Customer Satisfaction – 80%**. By Independent Survey
- ⊕ **Operational Audit – 90%**. Composite indicator. Survey of all Applus back office services completed by client which includes Finance, HR, Call centre, Technical and Operations Departments.
- ⊕ **Notification of result– 98%**. Customer to receive test outcome within 2 minutes of test completion.
- ⊕ **Call Centre 90%** - Calls answered within 15 seconds by an operator
- ⊕ **Average Customer wait time** at Test centre < 30min

PPP – Driving Technology



PPP – Driving Technology

Northpoint 2013-05-07 08:27:05



Select Station:

Station: Abbeyfeale
 Abbeyfeale
 Arklow
 Athlone
 Ballina
 Ballinasloe

End Date: 07/05/2013

Vehicle Hold Audit

Search By RegistrationID
 Registration ID: Search

Search By TestID
 Test ID: Search

Search By Trade ID
 Trade ID:



Test Results			
Side-slip/Alignment Test			
Front Axle	-1.0 m/Km		
Rear Axle	0.0 m/Km		
Suspension Test			
	Nearside	Offside	Imbalance
Front Axle	32 Mm	30 Mm	6 %

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	Booking Time	Booking Source	Registered Trader	Registration ID
	08:30	Call Centre	N/A	02G653
	09:15	Call Centre	N/A	01RN1856
	09:35	Call Centre	N/A	03DL7562



Supervision & Enforcement

External Controls

- Monthly Assessments
 - Test Centres
 - Equipment
 - Vehicles Inspectors
- Annual Consistency Check of Equipment

- Monthly Review of Performance Parameters
- Quarterly Operational Audit
- Bi-annual Customer Satisfaction Survey
- Independent Validation of Test Results



Real Time Data



Internal Controls

- Training & Standards Team
- Vehicle On-Hold Process
- Mystery Shopping
- Technical Standards Council
- Inspector Assessment Programme
- Quarterly Equipment Consistency Check Programme

- Equipment Calibration Programme
- Fully Qualified Mechanics
- Risk Matrices
- Customer Surveys
- Auditing Programme
- Whistle-blower process
- Random Allocation

PPP – Continuous Improvement

2009

- ⊕ Developed Automated Reporting Solution
- ⊕ 550 Staff and 44 Centres Transferred

2010

- ⊕ Seamless Take over of Operation
- ⊕ Built 7 new test lanes
- ⊕ **Replaced all test lane equipment in all centres**
- ⊕ Commence Imported Vehicle Inspection
- ⊕ Focus on Stabilising Business
- ⊕ Focus on Embedding New Culture
- ⊕ **Voluntary Productivity Reward for Staff**

2011

- ⊕ Built 3 new test lanes
- ⊕ Annual Testing for 10 Years+ Vehicles
- ⊕ **25% Productivity Improvement**
- ⊕ Introduced Internal Audit and Integrity Programme

2012

- ⊕ Built 2 new test lanes
- ⊕ **Formal accreditation of ISO 17020**
- ⊕ On-Line Test Fee Prepayment Introduced
- ⊕ On-line Customer Advice Video Published
- ⊕ Reduced Level of employee absence by 30%
- ⊕ NCT Customer Videos Published
- ⊕ **ISO 9001 & OHSAS 18001**
- ⊕ Development of e-learning for Staff
- ⊕ Major Test Centre **Refurb Programme completed**
- ⊕ **Formal Qualification for Vehicle Inspection**

2013

- ⊕ Built 3 new test lanes
- ⊕ Vehicle Export Inspection Commences
- ⊕ Environmental standard ISO 14001 achieved
- ⊕ Targeting a Cashless Environment
- ⊕ New modernised Public Web Site Developed
- ⊕ Staff receive **wage increases every year**

2014

- ⊕ ISO 27001
- ⊕ NCT Demand Cycle Moderation
- ⊕ Electronic Notifications
- ⊕ Mobile Website

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