

Plenary Session Two

Presentation 2

Managing Public/private relationships in Ireland

Noel Brett

Head of RSA, Ireland

Working To Save Lives

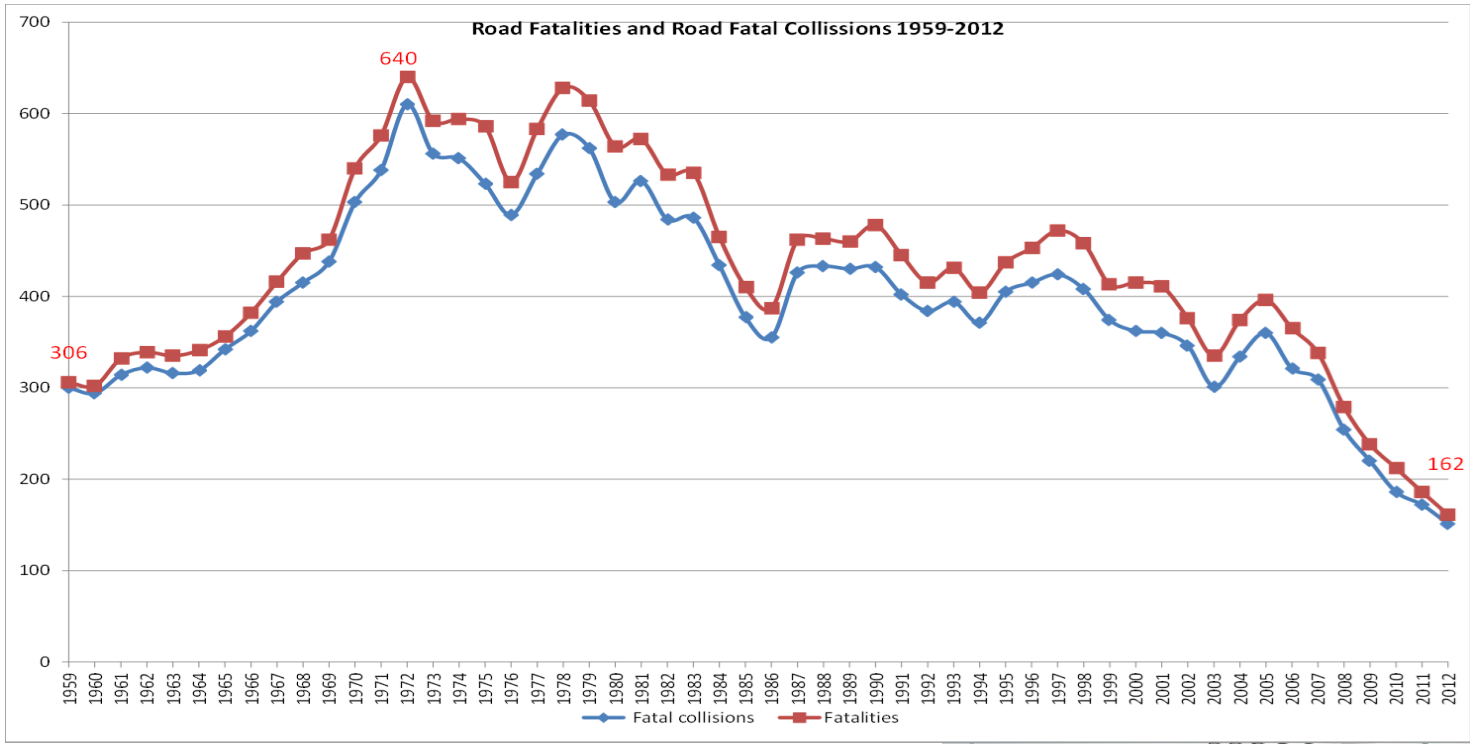


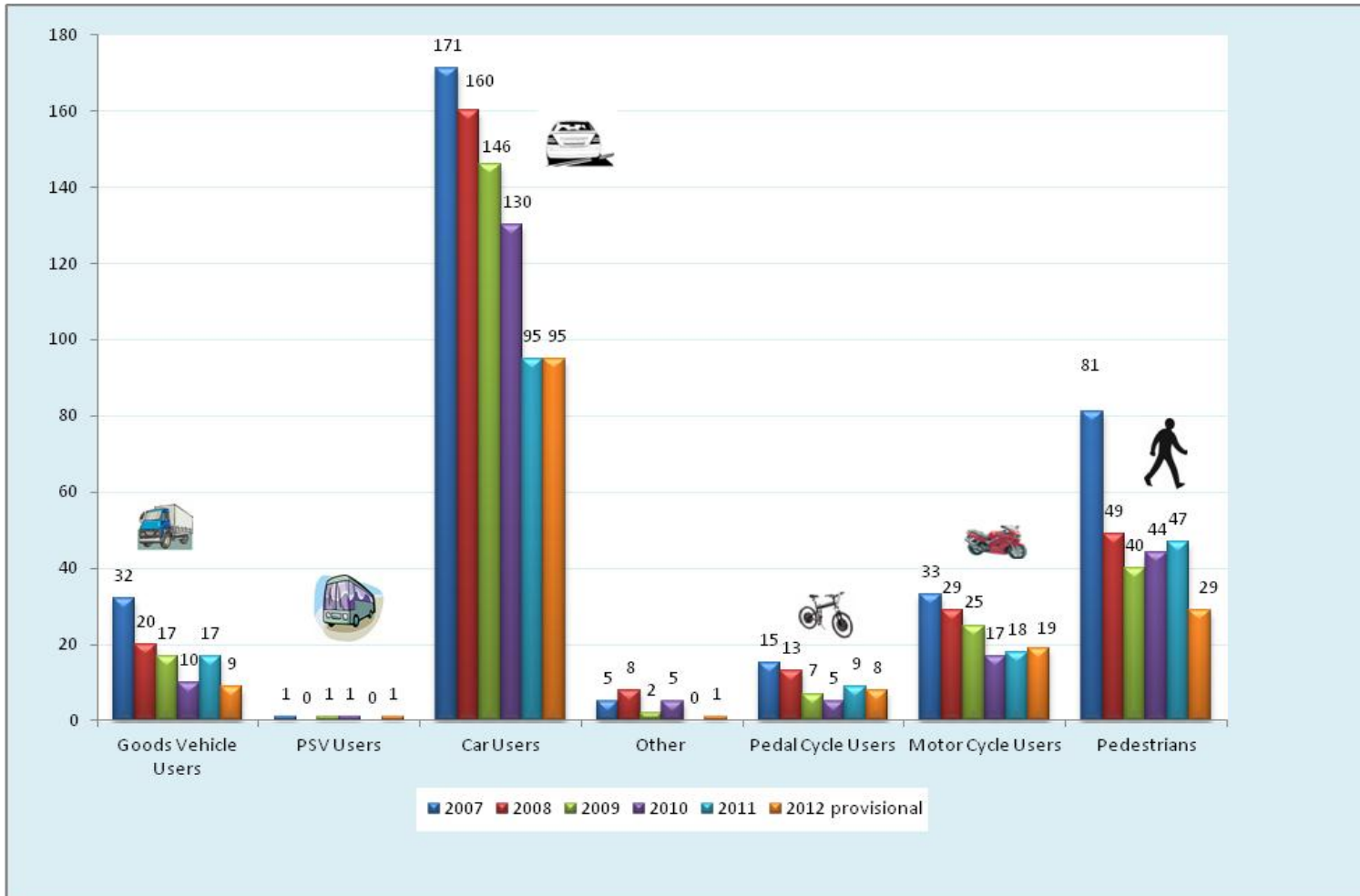
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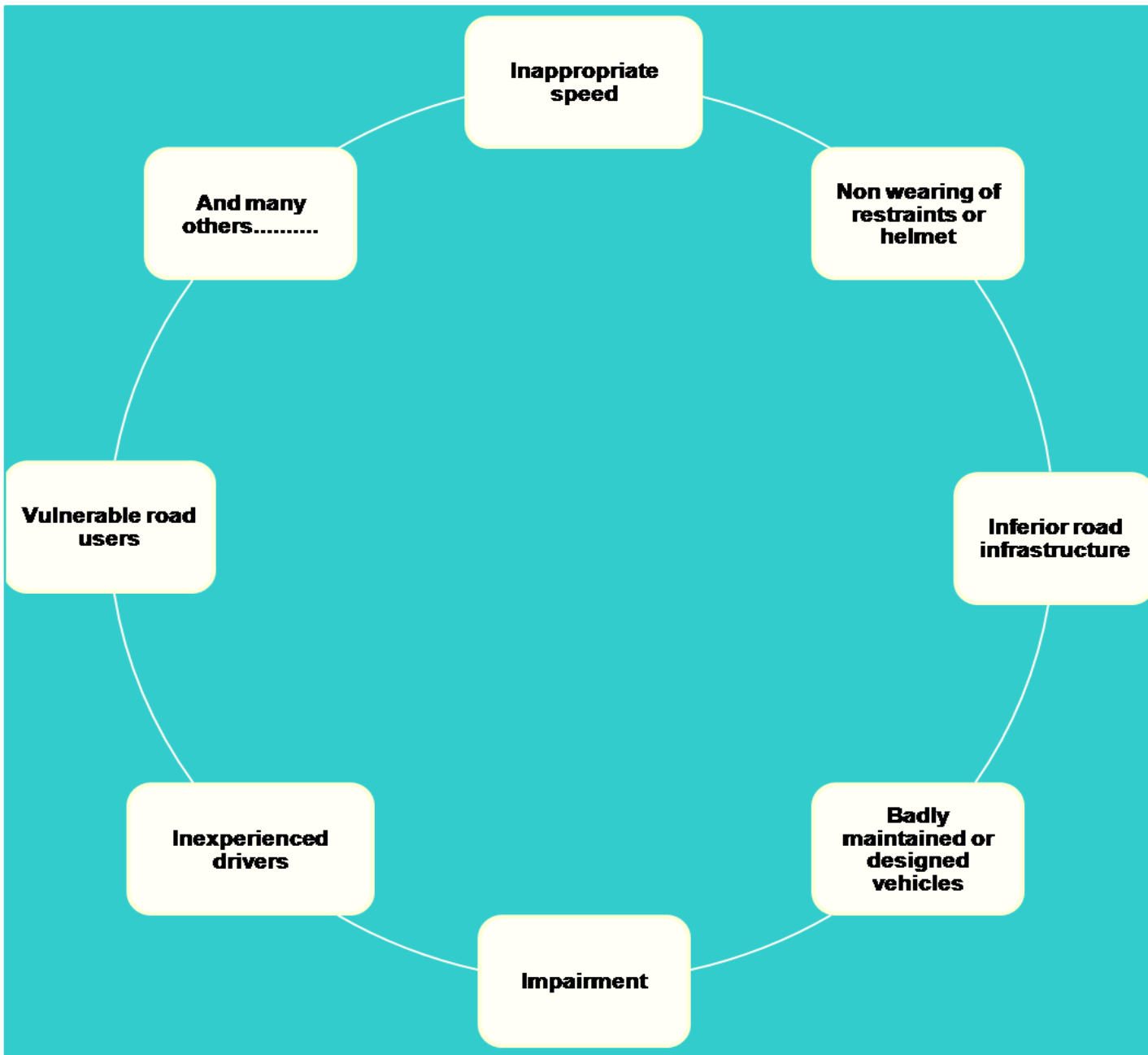
Strategies for Benefiting Roadworthiness

Managing public/private relationships in Ireland

Speaker: Mr. Noel Brett, CEO Road Safety Authority







**Risk factors
are not
exclusive...**

**they are
interlinked.**

Road Safety Authority & Public/Private Relationships



- Public/Private relationships not a new development and exist in many different forms
- RSA manages two different forms of public/private relationships in relation to the testing of vehicles
- Private Vehicle Testing - Centralised delivery model involving one private service provider (APPLUS) for the NCT
- Commercial Vehicle Testing - Decentralised delivery model involving multiple service providers
- Legal framework for the models are quite different in relation to management and supervision of those involved in service delivery

Roadworthiness Testing in Ireland



National Car Test		
Year	Number of Full Tests	Pass Rate
*2000	303,103	47.9% (incl 44% pass advisory)
2009	864,376	51.5%
2010	893,664	51.7%
2011	984,968	50.6%
2012	1,067,984	48.3%

* NCT testing commenced Jan 2000

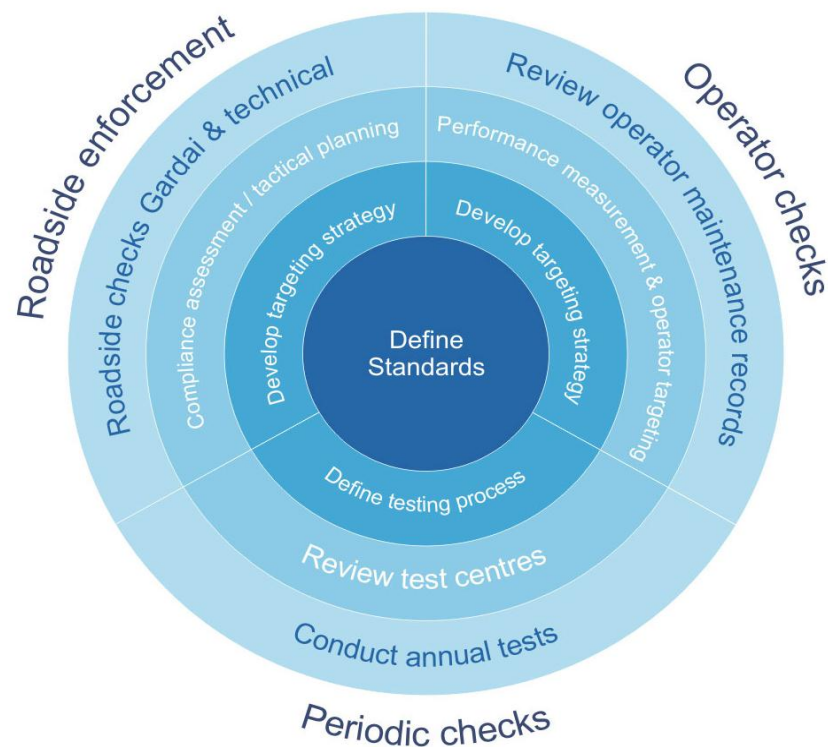
Commercial Vehicle Test – HCV & LCV			
Year	Number of Full Tests	Pass Rate - HCV	Pass Rate LCV
2009	501,000	53.0%	67.8%
2010	507,000	49.6%	63.05%
2011	512,000	49.9%	61.0%
2012	505,000	50.0%	60.0%

Commercial Vehicle Reform Programme

RSA

Aims to

- develop a leading edge commercial vehicle safety regime.
- build upon the experience of other successful jurisdictions.
- use technology to enhance the 'joined up' aspects of government.
- contribute to Ireland's improving road safety record.



Commercial Vehicle Testing “Decentralised” delivery model



- 500,000 commercial vehicles tested every year in over 140 test centres.
- Up to 2013, supervised by 29 different local authorities.
- From 27 March, 2013 – responsibility for authorisation and oversight of commercial vehicle testing vest in the Road Safety Authority.
- RSA - Authorisation and Supervisory Role
- Authorised Officers (RSA personnel and engagement of a Technical Outsource service provider)



Challenges



- Maintaining public confidence – Fraud prevention
- RSA seen as a credible agency and fair
- Addressing under-performing testing centres – stepped approach
- Enhancing vehicle safety and achieving of consistent standards by independent testing providers.
- Interim and longer term performance
- Data collection and analysis
- Managing conflicts of interest



Delivering consistent commercial vehicle testing



- Transparent Supervisory policy
- Fraud prevention and public confidence
- Set out clear expectation and legal obligations of the service providers
- Risk and data analysis
- ICT – Commercial Vehicle Information System (“CoVIS”)
- CCTV
- Unannounced inspections,
- Observation of tests
- Recall of vehicles
- Payment for RSA inspections in certain cases



National Car Testing Service “centralised” delivery model



Single Private Contractor

Advantages:

- Uniform service throughout the country
- Consistency of pricing
- Independent of motor industry
- Good customer service
- Standardised test equipment
- Standard level of qualifications and training of VIs
- Integrated management information and centralised booking system
- Contractor responsible for service delivery
- Single regulatory/ supervisory regime



Procurement/Contract



Principal Objectives

- to ensure that the roadworthiness testing system is operated in a manner which maximises quality, performance and control
- to provide a roadworthiness testing system that is customer friendly and gains the confidence of the public
- to harness innovation not only in technical and operational matters, but also in financial and commercial arrangements
- to ensure that no conflict of interest exists within the system of roadworthiness testing
- to achieve the most economically advantageous contract package, taking into account *inter alia* fee levels, technical requirements and performance standards
- to ensure compliance with EU requirements
- to contribute to Ireland's improving road safety record.



Transition to a new contractor

- Transfer from one contractor to another without disruption to service
- Main Issues
- Advice and support





Performance

- KPIs and Service Level Requirements
- Quality Standard – ISO 17020
- Strong penalties apply if KPIs are not met



Supervision

- Measure adherence to KPIs and all aspects of the contract
- Monthly review meetings
- Quarterly Reports
- Support – Supervision Services Contractor and Technical Elements Monitors





Fraud Prevention

- Confidence of the public
- Robust fraud management plan
- Procedures in place



Financing the testing systems in Ireland



RSA

NCTS (Private Vehicles)

- The NCT system is entirely self funding.
- A levy is also applied to each test fee which funds:
 - The supervision and monitoring of the system by the RSA
 - Road safety generally.

Commercial Vehicle Roadworthiness system

Entirely self funding.

- A road safety levy is applied to each test which funds:
 - support compliant operators
 - Risk based enforcement at roadside and at operators premises.
 - Significant benefits for operators through online systems and removal of paperwork etc.

Conclusion – two public / private partnership testing models

The RSA logo consists of the letters 'RSA' in white, sans-serif font, centered within a red square with slightly rounded corners.

➤ **Single service provided NCTS**

- Maintain NCTS as a market leader in car testing
- Continue to work towards improving road safety in Ireland
- Continue to provide excellent customer service
- Key to successful delivery is a strong contractual arrangement between the State and the service provider.
- Best value.

➤ **Multiple service providers for Commercial Vehicle Testing**

- New single supervisor managing service delivery by 150 relatively small Testing Centres is challenging
- Maintaining public confidence in commercial vehicle testing is vital.
- Commercial vehicle reform is part of the wider RSA and Government road safety strategy
- Key to successful delivery is a strong legal framework with clear legal obligations on the testers and the supervisor.



Vehicle Roadworthiness Testing is:

- a key component of Irelands Road Safety Strategy;**
- is important in supporting compliant transport operators;**
- a significant employer;**
- not placing a financial burden on Government;**
- important in preventing fraud;**
- essential in reducing environmental damage;**

Vehicle testing can be delivered to highest integrity levels with little cost to the taxpayer through partnerships with the best service providers.

Working To Save Lives



Thank you for your attention.

**You are most welcome to visit Ireland to view the
service first hand.**

Údarás Um Shábháilteacht Ar Bhóithre
Road Safety Authority

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