Plenary Session Two

Presentation 2

Managing Public/private relationships in Ireland

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2013 CITA Conference

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.
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
### National Car Test

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Full Tests</th>
<th>Pass Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>*2000</td>
<td>303,103</td>
<td>47.9% (incl 44% pass advisory)</td>
</tr>
<tr>
<td>2009</td>
<td>864,376</td>
<td>51.5%</td>
</tr>
<tr>
<td>2010</td>
<td>893,664</td>
<td>51.7%</td>
</tr>
<tr>
<td>2011</td>
<td>984,968</td>
<td>50.6%</td>
</tr>
<tr>
<td>2012</td>
<td>1,067,984</td>
<td>48.3%</td>
</tr>
</tbody>
</table>

* NCT testing commenced Jan 2000

### Commercial Vehicle Test – HCV & LCV

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Full Tests</th>
<th>Pass Rate - HCV</th>
<th>Pass Rate LCV</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>501,000</td>
<td>53.0%</td>
<td>67.8%</td>
</tr>
<tr>
<td>2010</td>
<td>507,000</td>
<td>49.6%</td>
<td>63.05%</td>
</tr>
<tr>
<td>2011</td>
<td>512,000</td>
<td>49.9%</td>
<td>61.0%</td>
</tr>
<tr>
<td>2012</td>
<td>505,000</td>
<td>50.0%</td>
<td>60.0%</td>
</tr>
</tbody>
</table>
Commercial Vehicle Reform Programme

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 \textit{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

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

- **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 Ireland's Road Safety Strategy;
- 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.
Thank you for your attention.

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