



National Car Testing Service (NCTS)

2020 Annual Report

Final Report

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This report was developed by Deloitte Ireland LLP ('Deloitte') for the Road Safety Authority ("RSA") to inform on operations of the National Car Testing Service ("NCTS"), its contents are strictly confidential. The performance analysis presented herein are based on provided inputs from: Applus Inspection Ireland Limited AISIL; and the Technical Inspection Services Partner (TISP), the Automobile Association (AA).

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The matters raised in this report are only those which came to our attention during the preparation of this report and are not necessarily a comprehensive statement of all matters that exist, or all actions that might be taken. This report is made solely to the RSA. We do not accept or assume responsibility to anyone other than the RSA.

1. Introduction & 2020 overview

Introduction

This report sets out a summary of the National Car Testing Service (NCTS) operations in the 12-month period from 1 January 2020 to 31 December 2020.

Periodic roadworthiness testing of passenger cars and commercial vehicles is mandatory in all Member States of the European Union, in accordance with Directive 2014/45/EU. The NCTS was introduced in Ireland in January 2000 as part of the EU Directive that makes car testing compulsory in all member states. It is aimed primarily at improving road safety and enhancing environmental protection by providing an independent assessment of the roadworthiness and emissions level of vehicles at regular intervals throughout their life.

NCTS contract – To June 26 2020

Applus Car Testing Service Ltd (ACTS), a member of the Applus+ Group, operated the NCTS in Ireland until the 26 June 2020, having been appointed following a competitive tendering process in 2008. ACTS operated the NCTS under a Project Agreement with the Road Safety Authority (RSA) by which it has been granted the exclusive right to provide the service for 10 years until the end of 2019. During 2018, this contract was extended for a six-month period until 26 June 2020.

NCTS contract - Post June 26 2020

Following a competitive tendering process, a contract between the RSA and Applus Inspections Services Ireland Ltd. (AISIL), a member of the Applus+ Group, to operate the NCTS in Ireland, for a period of ten years, came into effect on the 27 June 2020.

The new NCTS contract sets out a suite of eight Service Levels used to assess the Contractors performance in delivering the NCTS. Full details of these Service Levels are set out in **Appendix 1**.

The performance of the Contractor* is monitored in line with agreed and documented performance standards which have been set out in the Project Agreement. The performance of AISIL is monitored on behalf of the RSA by the Supervisory Services Contractor (SSC) Deloitte, and the Technical Inspection Services Partner (TISP) the Automobile Association.

*Note: references to the 'Contractor' in this report refers to:

1. ACTS in the period 01 January 2020 – 26 June 2020; and
2. AISIL in the period 27 June 2020 – 31 December 2020.

Significant matters which impacted the NCTS in 2020

Throughout 2020 there were two issues which had a material impact upon the delivery of the NCTS:

1. A fault identified in lifts in January 2020; and
2. The Covid-19 pandemic which resulted in full service being shut down from 28 March – 08 June 2020.

Lifts issue

At the end of January 2020, the NCT service experienced severe disruption owing to a defect identified in scissor lifts used in National Car Test (NCT) centres across the entire network. These lifts are used to conduct under-body inspections of vehicles during an NCT. These lifts were removed from use on 29 January 2020 resulting in the NCTS Contractor not being able to complete stage three (3) of the NCT. This disruption continued throughout February and March 2020 and resulted in most vehicle owners not being able to complete a full NCT test in those two months.

Following the identification of a defect in the lifts used across the NCT network, a lift repair programme was prepared by Contractor management. Eight (8) lifts out of a total of one hundred and five(105) were progressively brought back into service over the following few days, with a further 13 lifts sourced, installed and operational in locations spread throughout the country by 17th February. This brought the total lift capacity to around 20% of full capacity.

However, the progress of rolling out this repair plan was adversely impacted by the Covid-19 pandemic and the repair plan had not been fully completed when the NCT service was suspended on the 28 March due to the Covid-19 pandemic.

When the NCT service resumed on 08 June 2020 there was a backlog of approximately 182,000 vehicles which were outstanding an NCT. Of this cohort approximately 142,000 vehicles had completed stages one (1) and two (2) of the NCT – but had not completed stage three (3) owing to the issue identified with lifts across the network in Q1 2020.

All vehicles attending for test following resumption of the service received a full NCT. The lifts repair programme continued in Q3 2020 with all outstanding affected lifts being either repaired or replaced.

Covid-19 pandemic

Throughout 2020 the Covid-19 pandemic has had a significant impact on the NCT Service. In particular the following impacts were noted:

1. The closure of the Service from 28 March 2020 until 08 June 2020 when a phased re-opening began.
2. The four-month deferral of test-due dates for vehicles where the NCTS test-due date was after 28 March 2020.

Note – Cars first registered on / or after 01 August 2016 were not eligible for this deferral.

3. The temporary un-availability of customer waiting facilities at NCTS test centres so as to comply with Covid-19 Health & Safety requirements.
4. Social distancing requirements in the Contractor's call centre resulted in increased waiting times for NCTS customers to get through to the call centre.
5. Delays to the Contractor's refurbishment plans.

Service Resumption

Following the approval of an NCTS service resumption plan by the Department of Transport, Tourism & Sport, and the Department of Health, NCTS operations resumed on a phased basis as follows:

1. Fifteen (15) NCTS centres re-opened on 08 June 2020;
2. Four (4) NCTS centres re-opened on 22 June 2020;
3. Sixteen (16) NCTS centres re-opened on 29 June 2020; and
4. The remaining twelve (12) NCTS centres re-opened in July 2020.

Full details of the re-opening schedule for the NCT network is set out in **Appendix 2**.

The NCT Service has remained operational since 08 June 2020. Social distancing protocols were put in place across the network and Covid-19 related training was delivered to all NCT staff (on-line training) prior to opening. As a result of the Covid-19 suspension a four-month extension of NCT certificates, applying to vehicles with a test-due date after 28 March 2020, was introduced.

Following recommencement, the following issues were noted:

- The backlog of approximately 182,000 vehicles which were outstanding an NCT were prioritised on recommencement.
- This backlog consisted of two cohorts – approximately 142,000 vehicles requiring stage 3 completion as part of their full periodic test, and approximately 40,000 vehicles requiring a full periodic test as they have fallen outside the 30-day retest window.
- Many NCT customers not fully aware of the implications of the NCT extension, presented their vehicles for an NCT in advance of their revised test-due date. This resulted in an increase in demand and a consequent increase in complaints from NCT customers. Please refer to **Section 4** for further details.
- As a result of social distancing protocols, customer waiting areas have not been available in most NCT centres.
- Social distancing in the NCTS call centre and the requirement to have two separate shifts has meant a reduction in the number of call centre agents working at certain times. This has impacted the Contractor's capacity to meet the Service Level of answering at least 90% of calls within 15 seconds.
- NCT Customer no-show levels were increased based on year-on-year comparison. This increase may be related to Covid-19 related concerns.
- Absenteeism – the NCTS Contractor experienced a higher-than-normal level of absenteeism since the service resumed on 08 June 2020. This has resulted in scheduling challenges for the Contractor.

- There has been a number of instances of Vehicle Inspectors (VIs) contracting Covid-19. This has resulted in service disruption owing to NCT centres having to be deep cleaned and other VIs having to self-isolate owing to being close contacts. These instances also resulted in NCT customers appointments having to be re-scheduled at short notice.
- The Contractor requested and was granted relief from certain Service Levels for Q3 and Q4 2020. Please refer to **Section 6** for further details.

2020 Performance Summary

As a result of the shutdown of the NCT Service from 28 March 2020 – 08 June 2020, NCTS throughput for 2020 was significantly below the amount projected for the year. Please see **Section 6** (performance management) of this report for more detail in this regard.

Note – The information presented hereunder is extracted from the Contractors ICT system.

1. 2020 activity levels across the service were lower than those seen in 2019 as can be seen below.

Table 1.1: Test volumes 2016 – 2020

	2016	2017	2018	2019	2020
Full test	1,465,702	1,355,546	1,343,760	1,390,586 ¹	1,006,982
Lane re-test	497,163	448,387	444,628	474,796	471,919
Non lane re-test	262,335	239,950	236,135	233,513	130,337
Total	2,225,200	2,043,883	2,024,523	2,098,895	1,609,237

2. Pass rates for full NCT tests conducted increased in 2020. Pass rates for both categories of re-tests decreased in 2020.

Table 1.2: Pass rates 2016 – 2020

	2016	2017	2018	2019	2020
Full test (%)	47.95	49.20	49.25	49.98	54.94
Lane re-test (%)	86.20	86.89	87.65	88.77	81.76
Non lane re-test (%)	99.45	99.45	99.50	99.60	99.57

The quarterly pass rates for 2020 are set out hereunder:

	Q1 2020	Q2 2020	Q3 2020	Q4 2020
Full test (%)	27.97	56.72	53.03	52.23
Lane re-test (%)	78.37	78.32	79.77	86.91
Non lane re-test (%)	99.52	99.63	99.57	99.45

3. NCT test accuracy for 2020 was 99.42% (see **Section 3**).
4. NCT customer satisfaction in 2020, measured via the Customer Performance Index (CPI) was 85.74% (see **Section 4**).

¹ The NCTS statistics page states that 1,390,589 full tests were conducted in 2019 – this difference has arisen owing to the timings in which the underlying reports were generated.

2020 NCT test volumes overview

A monthly analysis of the throughput, based on full-tests, of vehicles and pass / fail rates for the NCT in the period January 2019 – December 2020 is presented below in **Figure 1.1**.

The axis on the left details the throughput of vehicles, the axis on the right details pass rates.

Figure 1.1: 2019 – 2020 throughput and pass rates

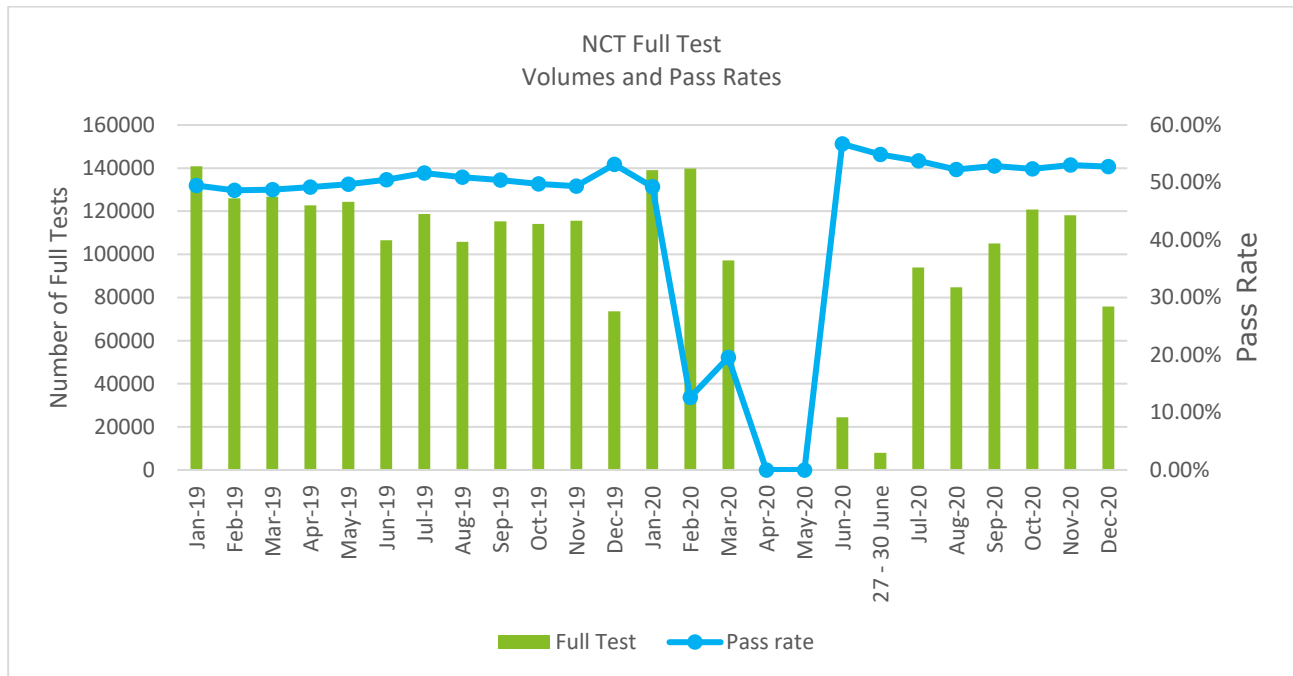


Table 1.3 below sets out a high-level annual summary of NCT activity levels and test outcomes for 2020.

	Pass	Pass advisory	Pass – Pending Recheck ²	Pass – Lift Test Not Complete	Visual fail	Visual fail dangerous	Non-Visual Fail	Non-Visual Fail Dangerous	Total
Full tests	317,659	110,078	11,975	113,496	84,858	20,023	320,020	28,873	1,006,982
	31.55%	10.93%	1.19%	11.3%	8.4%	1.99%	31.8%	2.9%	100%
Lane re-test	184,748	172,929	2,927	25,226	10,541	6,090	64,196	5,262	471,919
	39.15%	36.64%	0.62%	5.3%	2.2%	1.29%	13.6%	1.1%	100%
Non lane re-test	84,064	45,189	292	228	414	149	1	0	130,337
	64.50%	34.67%	0.22%	0.2%	0.3%	0.12%	0.0%	0.0%	100%

² This figure previously referred to non-presentation of ID. Pass pending recheck included instances where no ID was provided and pass pending recheck. As such these figures are not directly comparable with previous years.

Table 1.4 below sets out a summary of NCT activity levels, based on full tests, and associated test outcomes on an NCT test centre basis for 2020.

Test centre	Pass		Pass – Pending Recheck*		Fail		Fail dangerous		Total
	No.	%	No.	%	No.	%	No.	%	
Abbeylea	4,966	43.32%	145	1.26%	5,898	51.45%	455	3.97%	11,464
Arklow	6,765	35.38%	188	0.98%	11,444	59.84%	726	3.80%	19,123
Athlone	8,652	54.64%	225	1.42%	5,968	37.69%	989	6.25%	15,834
Ballina	7,223	49.57%	147	1.01%	6,349	43.57%	852	5.85%	14,571
Ballinasloe	7,303	59.97%	97	0.80%	4,015	32.97%	762	6.26%	12,177
Cahir	6,761	35.31%	185	0.97%	11,473	59.92%	729	3.81%	19,148
Cahiriveen	902	42.55%	16	0.75%	1,106	52.17%	96	4.53%	2,120
Carlow	5,584	28.22%	212	1.07%	12,837	64.87%	1,157	5.85%	19,790
Carndonagh	1,454	31.13%	33	0.71%	2,974	63.68%	209	4.48%	4,670
Carrick-on-Shannon	3,322	35.16%	100	1.06%	5,400	57.15%	626	6.63%	9,448
Castlerea	3,154	30.86%	130	1.27%	6,415	62.78%	520	5.09%	10,219
Cavan	2,660	27.08%	86	0.88%	6,447	65.62%	631	6.42%	9,824
Charleville	4,803	42.21%	100	0.88%	5,941	52.21%	534	4.69%	11,378
Clifden	1,081	33.46%	29	0.90%	1,980	61.28%	141	4.36%	3,231
Cork-Blarney	16,166	42.43%	493	1.29%	19,790	51.94%	1,655	4.34%	38,104
Cork-Little Island	25,115	52.66%	595	1.25%	19,309	40.49%	2,672	5.60%	47,691
Deansgrange	34,936	50.23%	1,120	1.61%	30,873	44.39%	2,621	3.77%	69,550
Derrybeg	1,771	37.76%	66	1.41%	2,486	53.01%	367	7.83%	4,690
Donegal	2,915	37.76%	92	1.19%	4,348	56.30%	367	4.75%	7,722
Drogheda	9,857	36.97%	260	0.98%	15,400	57.76%	1,147	4.30%	26,664
Dundalk	5,704	37.27%	148	0.97%	8,742	57.13%	709	4.63%	15,303
Ennis	8,560	37.66%	264	1.16%	12,703	55.88%	1,205	5.30%	22,732
Enniscorthy	11,445	42.92%	414	1.55%	13,123	49.21%	1,684	6.32%	26,666
Fonthill	25,186	41.02%	761	1.24%	31,814	51.82%	3,635	5.92%	61,396
Galway	17,275	44.66%	427	1.10%	19,079	49.33%	1,899	4.91%	38,680
Greenhills (Exit 11, M50)	14,767	35.26%	449	1.07%	24,849	59.33%	1,818	4.34%	41,883
Kells	9,085	39.38%	197	0.85%	12,880	55.83%	909	3.94%	23,071
Kilkenny	8,538	44.42%	159	0.83%	9,844	51.22%	679	3.53%	19,220
Killarney	7,670	51.60%	175	1.18%	6,209	41.77%	810	5.45%	14,864
Letterkenny	8,010	46.83%	269	1.57%	8,014	46.86%	810	4.74%	17,103
Limerick	18,381	44.41%	514	1.24%	20,129	48.63%	2,364	5.71%	41,388

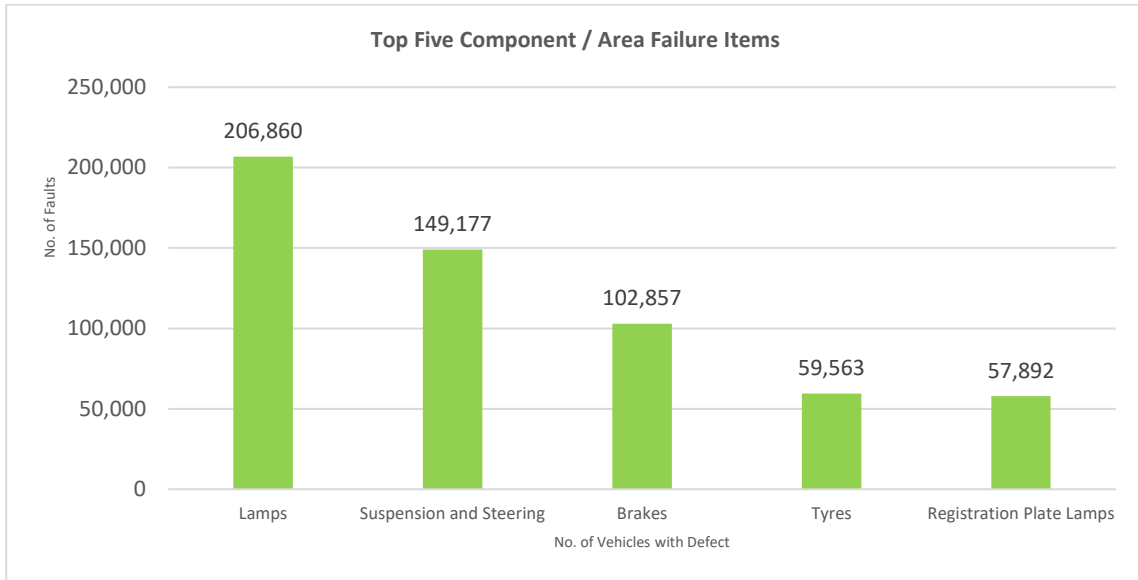
Test centre	Pass		Pass – Pending Recheck*		Fail		Fail dangerous		Total
	No.	%	No.	%	No.	%	No.	%	
Longford	3,305	36.24%	79	0.87%	5,296	58.08%	439	4.81%	9,119
Macroom	4,407	39.13%	119	1.06%	6,258	55.56%	479	4.25%	11,263
Monaghan	2,925	32.30%	86	0.95%	5,537	60.95%	537	5.91%	9,085
Mullingar	5,409	38.86%	137	0.98%	7,759	55.74%	614	4.41%	13,919
Naas	13,776	37.89%	427	1.17%	20,609	56.69%	1,545	4.25%	36,357
Nenagh	6,529	38.62%	180	1.06%	9,274	54.86%	923	5.46%	16,906
Northpoint 1 (Exit 4, M50)	16,407	38.97%	549	1.30%	23,094	54.86%	2,045	4.86%	42,095
Northpoint 2 (Exit 4, M50)	29,097	48.88%	893	1.50%	26,336	44.24%	3,207	5.39%	59,533
Portlaoise	8,804	48.29%	152	0.83%	8,560	46.95%	717	3.93%	18,233
Skibbereen	5,786	44.70%	252	1.95%	5,988	46.26%	919	7.10%	12,945
Sligo	4,491	35.69%	110	0.87%	7,286	57.91%	695	5.52%	12,582
Tralee	7,118	41.44%	193	1.12%	9,268	53.96%	598	3.48%	17,177
Tullamore	6,498	43.37%	136	0.91%	7,894	52.69%	453	3.02%	14,980
Waterford	12,909	47.49%	348	1.28%	12,912	47.50%	1,015	3.73%	27,184
Westport	5,822	40.56%	99	0.69%	7,959	55.44%	475	3.31%	14,355
Youghal	4,443	38.55%	119	1.03%	6,505	56.45%	457	3.97%	11,524
Total (Full tests only)	427,737	40.91%	11,975	1.11%	518,374	53.07%	48,896	4.91%	1,006,982

Top Component / Vehicle Failure Items

We set out hereunder (for the three areas listed below) the five most commonly recorded individual fail items recorded in 2020:

1. Component / area;
2. Visual fail items; and
3. Equipment items.

Figure 1.2: Top five – component / area failure items – 2020



Note: 'Tyres' encompasses condition, specification and tread.

Figure 1.3: Top five – visual failure items – 2020

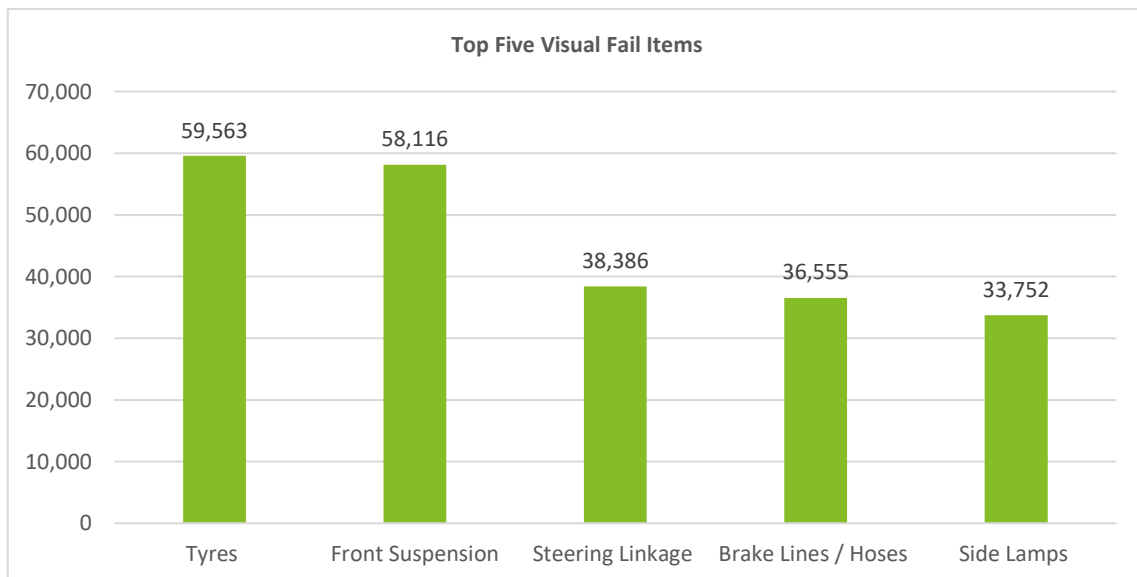
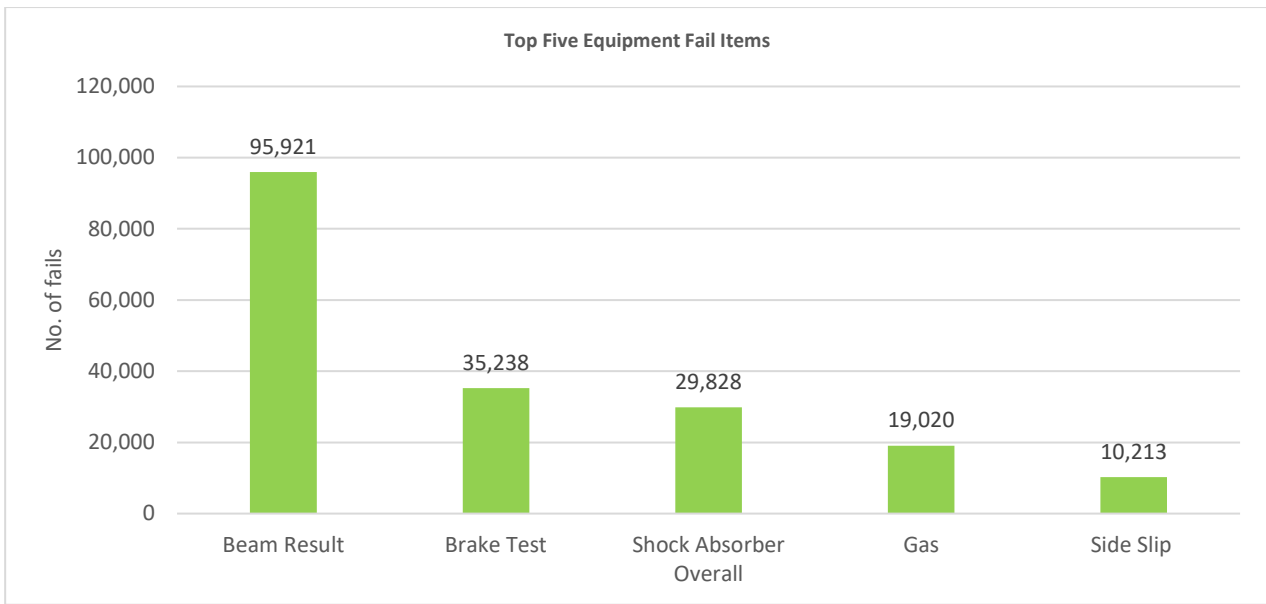


Figure 1.4: Top five - equipment failure items – 2020



The remainder of this report reviews the operation and performance of the Contractor during 2020 as follows:

- ❖ **Section 2** – Operational audit – Contractor performance in the area of operational audit.
- ❖ **Section 3** – Observed test inspections – Contractor performance in the area of observed test inspections.
- ❖ **Section 4** – Customer satisfaction – Contractor performance in the area of customer satisfaction.
- ❖ **Section 5** – Complaints & appeals - complaints levels in 2020.
- ❖ **Section 6** – Performance management – Contractor performance against Project Agreement Key Performance Indicators (KPIs).
- ❖ **Section 7** – Financial matters – Contractor financial performance in the period under review.

2. Operational audit

Background & Methodology

The Operational Audit assesses the performance of the Contractor against the requirements of the contract specification.

For the four service periods (quarters) in 2020, the following is relevant:

- Quarter 1(Q1) – January, February and March 2020 - ACTS as the contractor was assessed using the existing operational audit format.
- Quarter 2 (Q2) – April, May and June 2020 - As a result of the Covid 19 pandemic response, no operational audit was conducted due the complete shut-down of the NCTS in April and May 2020 and only the partial recommencement of service in June.
- Quarter 3 and Quarter 4 (Q3 and Q4) – 27 June to 31 December 2020 – AISIL as the contractor was assess using a new operational audit format which is set out below.

As part of the contract transition a new operational audit was introduced to cover the contract period commencing from 27 June 2020. The new operational audit assesses the Contractor's performance across four areas:

Area	Service Level
IT / Systems	90%
Testing Arrangements	90%
Facilities	90%
Operations & Customer Services	90%

The format of the new Operational Audit was agreed with the NCTS Contractor in autumn 2020 and was first used for the Q3 2020 Service Period.

Section 2.1 sets out the outcome of the operational audit in the period 2016 – Q1 2020.

The Operational Audit was not conducted in Q2 2020 owing to the NCTS being suspended.

Section 2.2 sets out the outcome of the operational audit in the period Q3 2020 – Q4 2020.

Section 2.3 sets out details in relation to a number of key areas covered in the Operational Audit in 2020.

2.1 2016 – Q1 2020

Operational audits are performed on a quarterly basis by the SSC and the TISP. The work programme for the operational audit assesses ACTS performance against a number of pre-determined aspects of NCTS operations across the following areas:

1. Customer Services and Facilities;
2. People Processes and Technology; and
3. Observed and Independent Testing.

Areas of necessary improvement are communicated by the SSC to the RSA, and AISIL.

Responsibility

The operational audit was performed by the SSC and the TISP with a breakdown as set out below:

1. Headquarters component – performed by the SSC and TISP; and
2. Test centre component – performed by the TISP.

Table 2.1 below shows the operational audit scores achieved in the period 2016 – Q1 2020 and relates to the assessment of ACTS as the NCTS contractor up to 26 June 2020. Note the operational audit was not conducted in Q2 2020 owing to the suspension of the NCT Service.

Table 2.1: Operational audit scores 2016 – 2019

Category	2016	2017	2018	2019	Q1 2020
Total weighted score	97.00%	94.10%	94.40%	96.67%	96.70%

2.2 Q3 – Q4 2020

In Q3 and Q4 2020 operational audits were performed, using the new methodology, on a quarterly basis by the SSC and the TISP. The work programme for the operational audit assesses Contractor performance against a number of pre-determined aspects of NCTS operations across the following areas:

1. IT / Systems;
2. Testing arrangements;
3. Facilities; and
4. Operational and customer services.

Responsibility

The operational audit is performed by the SSC and the TISP with a breakdown as set out below:

1. IT / Systems; - performed by the SSC;
2. Testing arrangements – performed by the TISP;
3. Facilities – performed by the TISP; and
4. Operational and customer services – performed by the SSC with support from TISP.

We set out below the operational audit scores achieved in Q3 and Q4 2020.

Table 2.2: Operational audit scores Q3 2020 – Q4 2020

Category	Q3 2020	Q4 2020
IT / Systems	98.13%	100.00%
Testing arrangements	96.70%	99.19%
Facilities	97.32%	98.53%
Operations and customer services	96.85%	98.25%

2.3 2020 outcomes

This section details in relation to key areas addressed during the operational audit.

Call Centre

Figure 2.1 below sets out the monthly call centre performance for 2020.

Throughout 2020 the NCTS call centre has experienced challenges in relation to staffing levels. The lifts issue which arose in January 2020 resulted in significant increases in call volumes, and complexities, to the NCTS call centre. As a result of this the staffing levels in the call centre were increased by hiring more agency staff.

This situation was further complicated by the impact of Covid-19 which resulted in:

- The NCTS Contractor moving to a model of having two distinct shifts in the call centre with the call centre being cleaned between shifts;
- The capacity of the call centre being reduced as a result of Covid-19 restrictions; and

- Call centre staff being off work at short notice owing to Covid-19.

As a result of the above factors the Contractor was granted relief by the RSA from achieving the 90% target for Q3 and Q4 2020. Details of call centre performance are set out in **Section 6**.

Overall call volumes decreased in 2020 (see **Figure 2.2** below). This should be considered in light of the fact that the call centre was closed in April and May 2020 as a result of Covid-19 and opened on a phased basis from June 2020.

Internet bookings increased in 2020 as can be seen in **Figure 2.3** below. This is in line with the trend seen in recent years.

Figure 2.1: 2020 monthly call centre performance

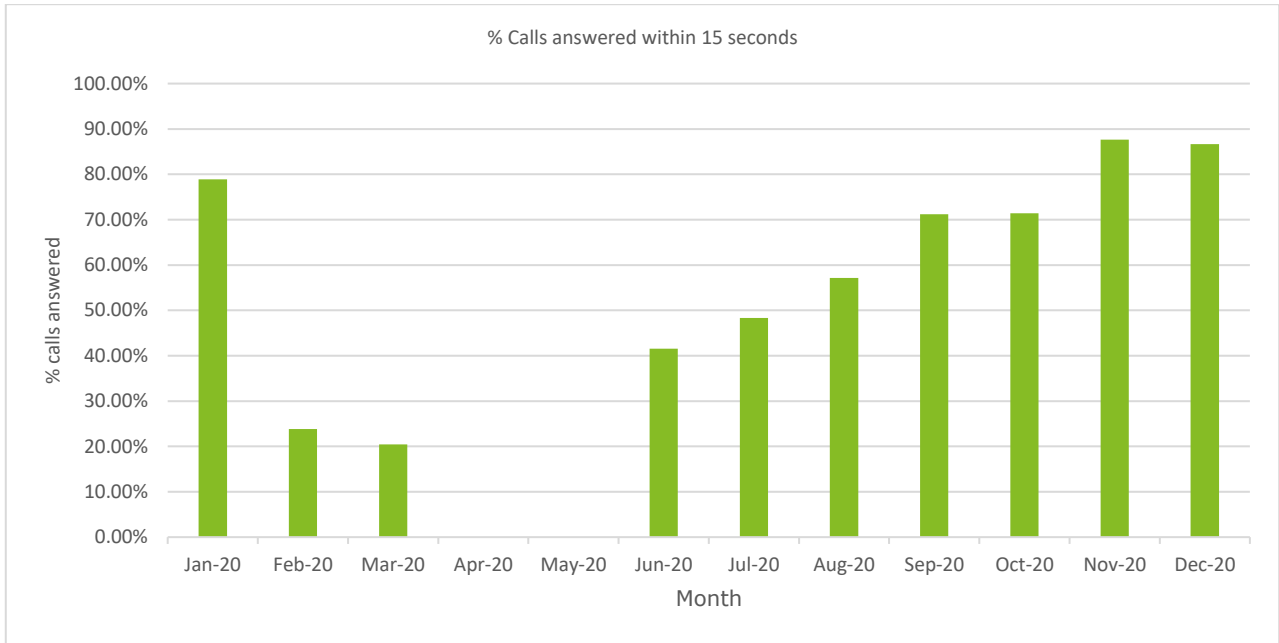


Figure 2.2: 2016 – 2020 call volumes

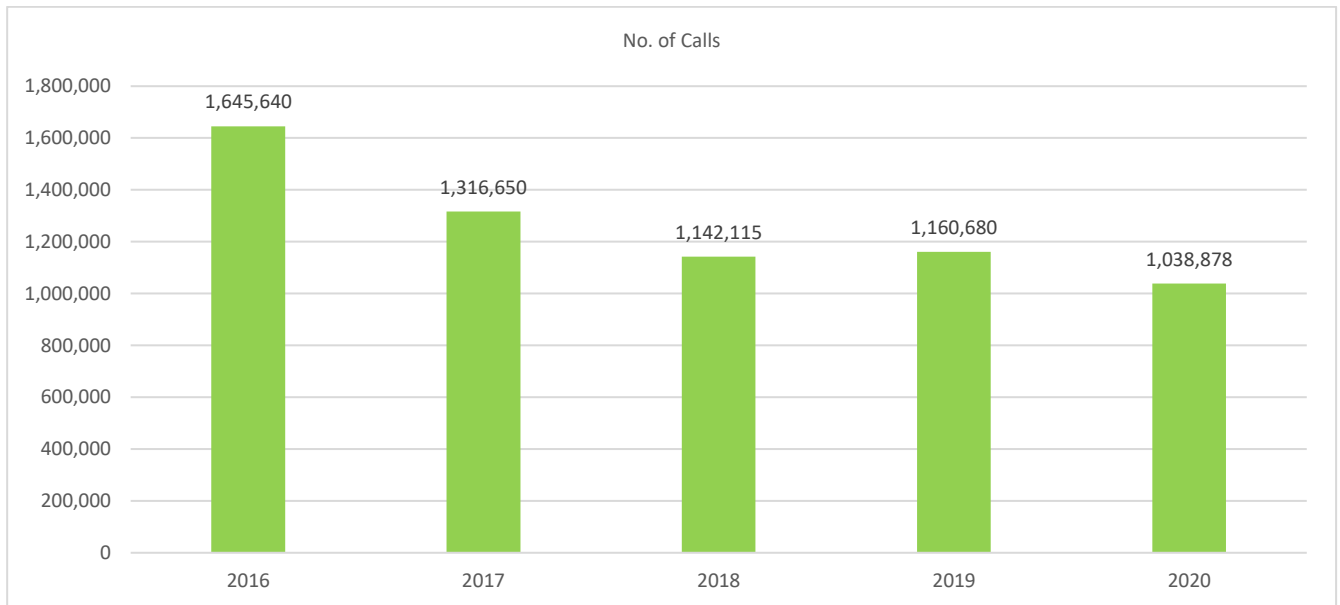
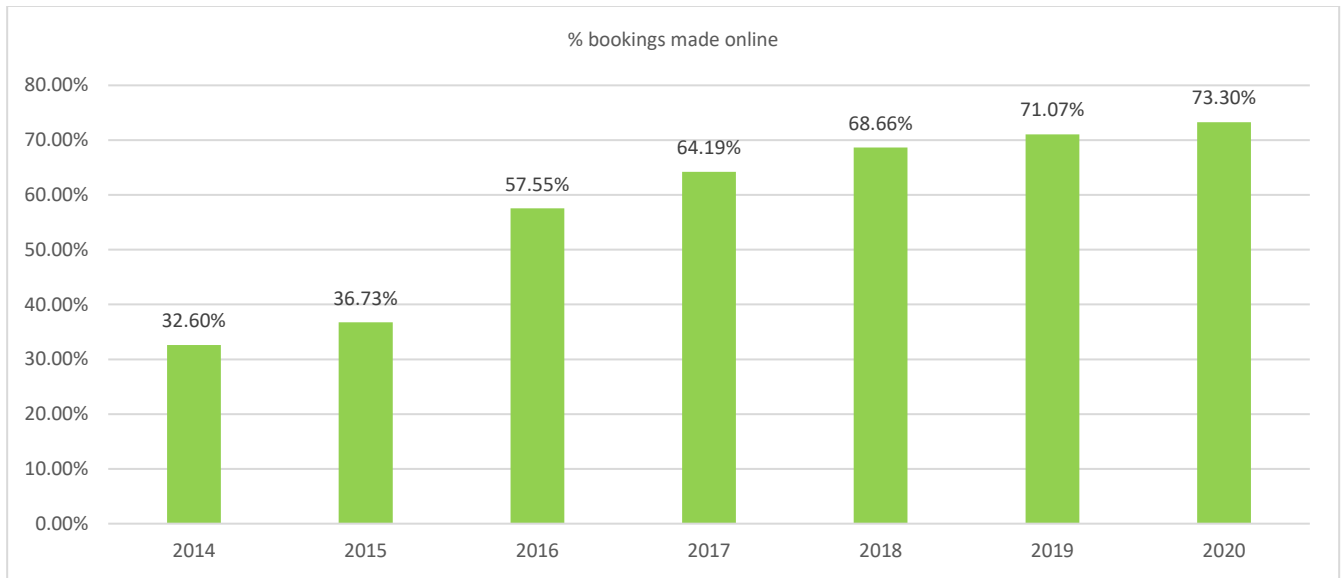


Figure 2.3: 2014 - 2020 internet booking levels



Waiting times for NCT bookings

The NCTS Project Agreement which was in place until 26 June 2020 set a target average lead time across the NCT network of 14 days with no individual NCT test centre to exceed 21 days.

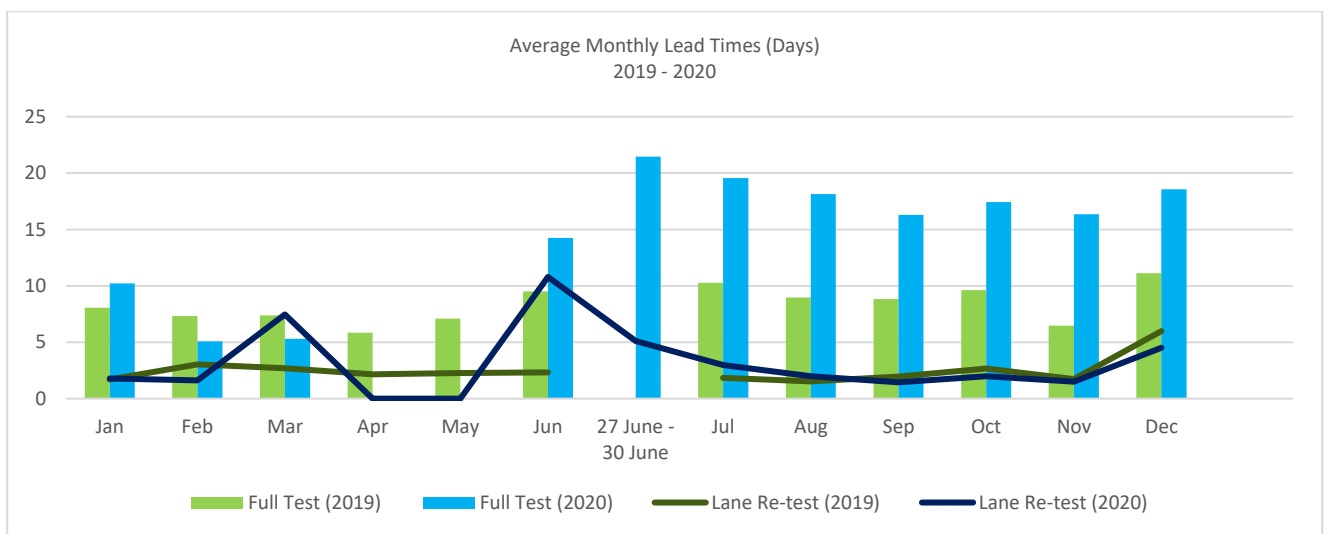
The new Project Agreement sets a target average lead time across the NCT network of 12 days with no individual NCT test centre to exceed 15 days. The Contractor was granted relief by the RSA from achieving this Service Level for Q3 and Q4 2020.

Lead-times for tests and retests are monitored monthly and quarterly at both a national and test centre basis. Throughout 2020 a number of factors impacted lead times including:

1. Arising from the lifts issue in January 2020 the average lead times for re-tests showed a marked increase. This continued when the Service resumed in June 2020 owing to the backlog of vehicles who were outstanding a stage 3 completion (categorised in the Contractor’s system as a “retest”)
2. Lead times for full tests increased upon the Service resuming in June 2020. This is reflective of the increased demand from customers upon resumption, as well as capacity issues across the network

Throughout Q3 and Q4 2020, average lead times for full tests generally remained in the high teens as can be seen in **Figure 2.4**. Average lead times increased throughout 2020 by comparison to levels seen in 2019.

Figure 2.4: 2019 – 2020 average lead times



Priority list

In circumstances where an Owner is unable to obtain a suitable National Car Test appointment, customers can add their application for a National Car Test to a priority waiting list.

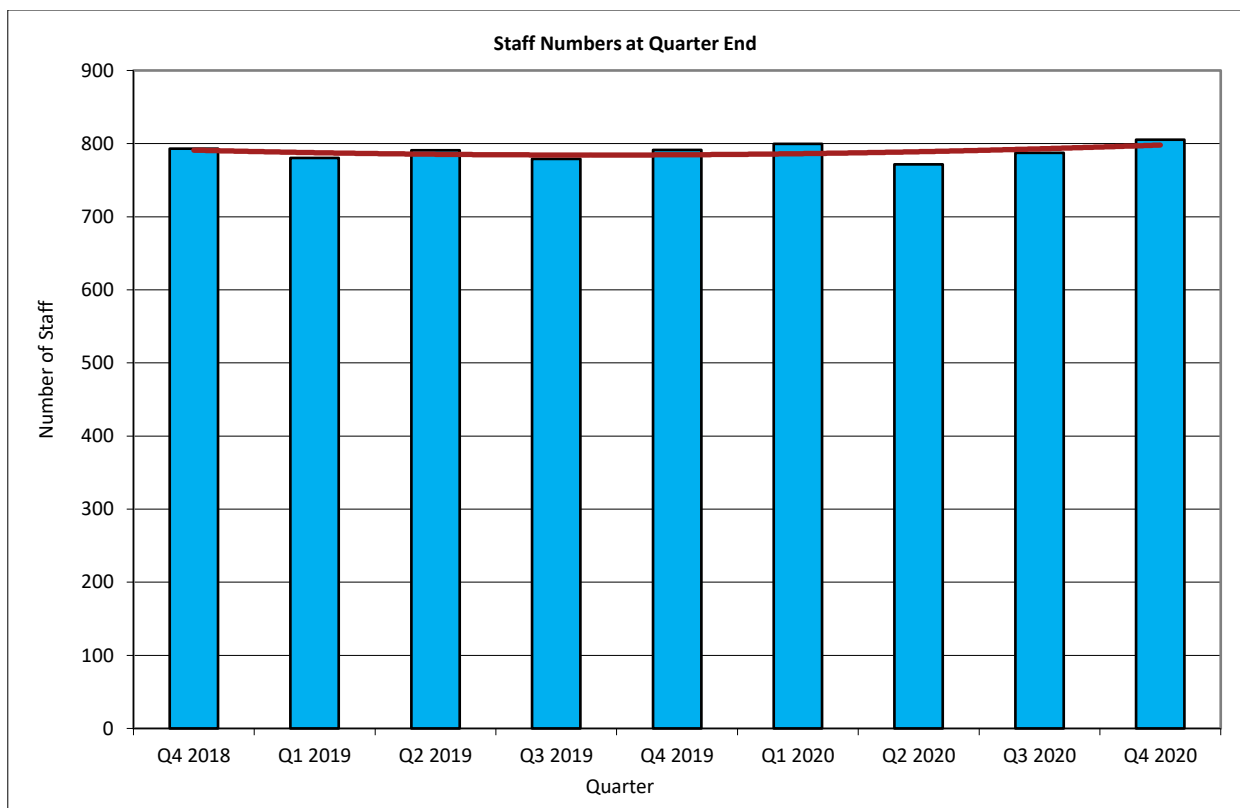
Throughout 2020 average numbers on the NCTS priority list increased by comparison to levels seen in 2019. This was largely driven by demand exceeding supply throughout Q3 and Q4 2020 and impacted NCT customers opting to have their details added to the NCTS priority list.

Staffing Levels and Human Resources

Overall staffing levels which include headquarters; test centre; and call centre personnel, stood at 805.5 Full Time Equivalents (FTEs) in December 2020. The Contractor's staffing levels throughout the period Q4 2018 – Q4 2020 are shown hereunder in **Figure 2.5**.

Note – on the inception of the new NCTS contract (27 June 2020) Contractor staff transferred from ACTS to AISIL under Transfer of Undertakings (Protection of Employment) Regulations.

Figure 2.5: Q4 2018 – Q4 2020 Contractor staff levels



Annual training of all vehicle inspectors took place in Q3 2020. The training programme delivered to vehicle inspectors is independently accredited.

This training covered elements of the test process and test equipment. An assessment of each vehicle inspector was also conducted. Further training was provided throughout the year as new vehicle inspectors were recruited and inducted.

In addition, specific training courses were provided, including occupational first aid training and Health and Safety training, as well as training for call centre staff. New recruit training provided by the Contractor is assessed and accredited by the Institute of the Motor Industry.

All Contractor staff conducted Covid-19 related Health & Safety training prior to the phased resumption of the NCTS on 08 June 2020.

Premises

The service is required to be delivered from premises that are accessible to customers and fit for purpose. This is assessed via a number of methods:

1. By the TISP during on-site inspections of test centres; and
2. Via feedback from NCT customers during mystery shopping and customer satisfaction surveys (see **Section 4**).

TISP inspections revealed that, in general, the Contractor maintained the fabric of the premises to the expected standard during the year.

As part of the NCTS contract transition, the Contractor has committed to a major programme of works on the NCTS network. This will involve the refurbishment of existing NCT centres and a number of new NCT centres. Throughout 2020 the roll-out of this programme has been impacted by the Covid-19 pandemic.

Test Equipment

During the regular inspections of all test centre premises, the availability of the test centre equipment was checked by the TISP. These checks did not involve certification of test centre equipment (equipment is certified by equipment manufacturers). The scores for individual test centres against this criterion were gathered and reviewed and a number of minor areas for improvement drawn to the attention of Contractor management.

A key aspect of ensuring the accuracy of testing is to carry out regular consistency checks on all test equipment. Consistency checks were carried out quarterly during the year with the exception of Q2 2020 when the NCTS was suspended. The Q3 2020 consistency check was performed using data analysis as a result of Covid-19 restrictions in place at the time.

Observed Tests

A key aspect of the operational audit process is an assessment of the quality of work carried out by vehicle inspectors. During the year the TISP carried out 1,345 visits to NCT test centres and audited 3,951 vehicles (1,722 full vehicle audits and 2,229 partial vehicle audits). This is discussed further in **Section 3**.

3. Observed test inspections

Summary comments

All NCTS Vehicle Inspectors are fully qualified and experienced mechanics with refresher training being provided to every vehicle inspector each year to ensure the highest level of quality and consistency is attained in all test centres.

The NCTS testing systems and Vehicle Inspectors are subject to a stringent regime of audit and inspection carried out independently by the TISP on behalf of the Road Safety Authority. These audits have shown that during 2020, 99.28% of the vehicles audited were correctly and fairly assessed (see **table 3.3** below).

Methodology

The methodology for independently observing test inspections is based on a random selection of test centres and vehicle inspectors for unannounced inspection visits. Additional targeted inspections take place at test centres throughout the year.

Vehicle inspectors (VIs) are observed carrying out full tests, with TISP engineers observing their attention to the inspection sequence and their effectiveness in identifying faults as set out in the NCT Manual. They also assess whether or not any anomalies found would have changed the outcome of the test result.

There were no TISP inspections performed during the period of the suspension of the NCTS. Upon resumption of the NCTS from 08 June 2020 TISP inspections were conducted in line with Covid-19 Health & Safety guidelines.

During 2020 TISP inspections covered:

- 100% of NCTS test centres in the network;
- 100% of test lanes in the network; and
- 98% of VIs.

Further details of the outcome of these inspections is set out hereunder.

During 2020, the TISP team audited 2,037 vehicles. Additionally, throughout 2020 1,429 independent checks were undertaken. The overall number of vehicles audited decreased in 2020. This should be considered in light of the fact that the TISP did not carry out independent and observed tests during the period April – June inclusive, due to the shutdown of services as a result of Covid-19.

In addition, it should be noted that in February and March 2020 the number of partial vehicles audited increased. This is reflective of the fact that lifts were not in operation and NCT tests were not being completed in full.

Table 3.1 sets out a summary of inspection details in 2020. On average, each vehicle inspector was observed performing 4 – 5 tests throughout the year. This is lower than the amount of observations in 2019 and is reflective of the suspension of the Service in Q2 2020.

Table 3.1: TISP inspection details 2020

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Individual Centres audited	47	47	46	0	0	0	47	47	46	47	47	45	419
No. of visits in period	160	165	124	0	0	0	177	155	179	116	155	114	1,345
Vehicles audited	268	87	66	0	0	0	271	212	252	188	231	147	1,722
Partial vehicles audited	193	433	317	0	0	0	319	236	255	135	208	133	2,229
Vehicles Audited	461	520	383	0	0	0	590	448	507	323	439	280	3,951
VIs audited	285	327	256	0	0	0	316	284	321	264	304	219	2,576

Lanes audited	96	97	90	0	0	0	83	47	97	94	100	90	794
Independent checks	173	181	69	0	0	0	187	171	201	135	179	133	1,429

Over 2020, a cohort of VIs were audited each month with individual VIs being audited multiple times in the year totalling 2,576 VI audits in the year. A breakdown of the test result outcomes is set out in **table 3.2** below:

Table 3.2 Vehicle Inspector Performance Rating for 2020

The maximum score awarded to VIs was amended from 10 to 4 in 2020. Due to the shutdown of services from March – June 2020 as a result of Covid-19, no VI inspections were carried out during this period.

Category	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Total
Very Good (0 faults omitted)	848	0	901	872	2,621
Adequate (<=4 faults omitted)	5	0	3	1	9
Unacceptable (any major item or 6 minor items omitted)	15	0	9	26	50
C.N.A (Could Not Assess)	0	0	0	0	0
Total	868	0	921	787	2,576

The above refers to matters noted during the assessment of VI performance and is not an indicator of the accuracy of NCTs completed. This performance measure of VIs should not be used to measure the integrity of the NCT. There are other quality assurance mechanisms in place to measure the integrity and accuracy of the NCT and as referenced above, and in table 3.3 below, 99.28% of the vehicles audited in the year were correctly and fairly assessed.

Note that in relation to the 50 instances where unacceptable matters were identified as part of VI performance assessment, this was brought to the attention of the following parties:

- The VI in question;
- The test centre team / shift leader; and
- Contractor senior management.

Examples of the unacceptable matters highlighted in 2020 included:

- Severely deteriorated ball joint dust covers;
- Tyres – cords being visible, bulge on tyre, tyres of different size;
- Excessive play in the wheel bearing;
- Insecure locking nut;
- Insecure exhaust mount; and
- Presence of corrosion.

Independent check tests

In addition to the 2,037 vehicles audited by the TISP in 2020, the TISP also conducted independent checks on 1,429 vehicles . Therefore a total of 3,466 vehicles were audited in 2020.

Test accuracy

The NCTS Project Agreement which was in place until 26 June 2020 set out a minimum score of 99% for test accuracy which the Contractor must achieve throughout the period of the contract.

The new Project Agreement sets out a minimum score of 98.5% for test accuracy which the Contractor must achieve throughout the period of the contract. Owing to the shutdown of services from March – June 2020 as a result of Covid-19, test accuracy was not calculated for Q2 2020.

During observed and independent tests conducted in 2020, 32 pass / fail decisions were overturned as a result of failure items having been omitted or included in error. Of these 32 instances, 23 were associated with a reduced score attributed to the VI. These 23 instances were included in the test accuracy calculation for 2020 as set out hereunder:

Table 3.3: 2020 Test accuracy calculation

Description	No.
Total vehicles audited (observed inspections + Independent checks)	3,951
No. instances where test outcome was impacted and VI scored less than 10	23
Test accuracy (%)	99.42%

NCTS test accuracy results in the period 2013 – 2020 are set out in **table 3.4** hereunder:

Table 3.4: Average test accuracy 2013 – 2020

Year	2013	2014	2015	2016	2017	2018	2019	2020
Test accuracy (%)	99.1	99.1	99.5	99.0	99.1	99.33	99.25	99.42

4. Customer satisfaction

In 2020 customer satisfaction levels in relation to the NCTS were captured and measured, via a telephone survey, from 751 vehicle owners whose car had been tested throughout the year. The number of NCT customers contacted for feedback was reduced from prior years (by approximately 25%), owing to the Service being suspended in Q2 2020. Therefore, Customer Satisfaction was not measured for this Service Period.

Feedback received is collated and, using pre-agreed weightings, used to determine the Customer Performance Index (CPI).

In 2020 the Contractor achieved a CPI of 85.74%, this is a decrease of 10.27% on the 96.01% achieved in 2019. All of the individual aspects of the CPI decreased year-on-year as is shown in **Table 4.2**.

This is consistent with the challenges faced by the Service in 2020 including the lifts issue in Q1 2020 and the impact of the Covid-19 pandemic from Q1 2020 onwards

Methodology & approach

The sampling methodology employed in the survey has been designed to ensure that the sample selected is representative of the population of NCT customers and is drawn from across the target population.

NCTS customers were selected, based on:

1. A proportional weighting, applied to the total population of NCT customers from the quarter, based on the volume of tests carried out at each NCT test centre and the overall national pass rate.
2. A random selection of NCT customers from those selected in No. 1 above.

The 2020 survey was conducted on a quarterly basis with members of the general public who had their vehicle tested in the prior quarter. Feedback was collated by conducting post-test interviews with 751 customers during Q1, Q3 and Q4 2020. Interviews were administered using a structured questionnaire dealing with the level of satisfaction with a range of issues that an NCT customer would expect to encounter. All NCT customer data used in the customer satisfaction exercise is processed in line with GDPR requirements.

The survey is divided into six distinct areas, each of which is assigned an agreed weighting, which feeds into the overall CPI. The areas assessed are:

- Booking procedures;
- Waiting times;
- Response to queries;
- Attitude of staff;
- Waiting area; and
- Explanation of test report.

The CPI summarises the overall performance of the Contractor into a single score which allows for each year's results to be interpreted at a glance.

As part of the NCTS contract transition a new methodology for calculating CPI was agreed with the NCTS Contractor. This new methodology will be introduced in Q1 2021.

2020 Customer Performance Index

The CPI for 2020 was a score of 85.74%. This reflects a high underlying level of satisfaction with the key aspects of the service that customers deem to be most important.

Table 4.1: Hereunder provides an analysis of the CPI performance achieved in 2020:

Table 4.1: CPI performance 2020

Factor	Question	Average (%)	Average (%)	Weighting	CPI (%)
Booking procedures	Information provided on booking procedures	89.52	90.64	0.20	18.13
	Registration and vehicle checking procedures at the test centre	90.01			
	Payment procedures at the test centre	91.93			
	How straightforward it was to confirm your test	91.10			
Waiting times	The length of time you had to wait to get a test appointment	78.31	81.20	0.25	20.30
	The length of time you had to wait at the test centre from appointment time to the test itself	86.27			
	The length of time you had to wait if you had a retest	79.00			
Response to queries	The length of time it took the Contractor to respond to your queries	82.75	82.75	0.05	4.14
Attitude of Contractor staff	The helpfulness of the staff you spoke to when confirming your test	87.12	88.29	0.18	15.89
	The helpfulness of the staff on reception at the test centre	88.88			
	The attitude of the member of staff who carried out the test	87.72			
	Their ability to carry out the test professionally	89.45			
Waiting area	The cleanliness and comfort of the waiting area and facilities	78.05	78.05	0.03	2.34
Explanation of test report	The test report	85.86	86.02	0.29	24.94
	The tester's ability to help you understand the test report	86.17			
2020 Annual Customer Performance Index					85.74

All individual aspects which are assessed showed a decrease year-on-year as set out in **Table 4.2**.

Table 4.2: CPI breakdown 2019 – 2020

Aspect	2019	2020	Increase / (decrease)
Booking procedures	93.20	90.64	(2.56)
Waiting area	93.92	81.20	(12.72)
Response to queries	92.82	82.75	(10.07)
Attitude of Contractor staff	94.07	88.29	(5.78)
Waiting times	95.41	78.05	(17.36)
Explanation of test report	96.01	86.02	(9.99)

5. Complaints & appeals

Customer Complaints

The NCTS Project Agreement that was in place until 26 June 2020 set out a maximum threshold of 0.2% in relation to the number of complaints that can be received. In practice this meant that the number of complaints received cannot exceed 0.2% of all the vehicle tests performed.

The new Project Agreement sets out a maximum threshold of 0.1% in relation to the number of complaints that can be received. In practice this means that the number of complaints received cannot exceed 0.1% of all the vehicle tests performed.

Customer complaints are recorded under a number of agreed categories (as set out in the summary **table 5.1** below).

The Contractor uses a computer system to record initial customer complaints, document their progress and resolution and provide a documented audit trail to retain information regarding promptness and quality of responses to customers.

In 2020, the Contractor received 1,688 complaints. This represents an increase of 603 complaints (55.58%) from the 1,085 complaints received in 2019. Throughout 2020 the number of complaints increased markedly from February 2020 onwards. This is consistent with a number of factors including:

1. The impact of the lifts fault identified in January 2020 resulting in customers not being able to complete their NCT. This resulted in a marked increase in complaints related to the 'booking' category.
2. Test-due date deferral. When the NCT Service was suspended on 28 March (due to Covid-19) the test-due date of vehicles which were due an NCT after 28 March 2020 was deferred by four months.

Upon the re-opening of the NCT Service there was an increase in complaints received from customers impacted by the test-due deferrals. These complaints related to customers who were not fully aware of the implications of the test due-date referral. These complaints were recorded in the 'Rules / Regulations' category.

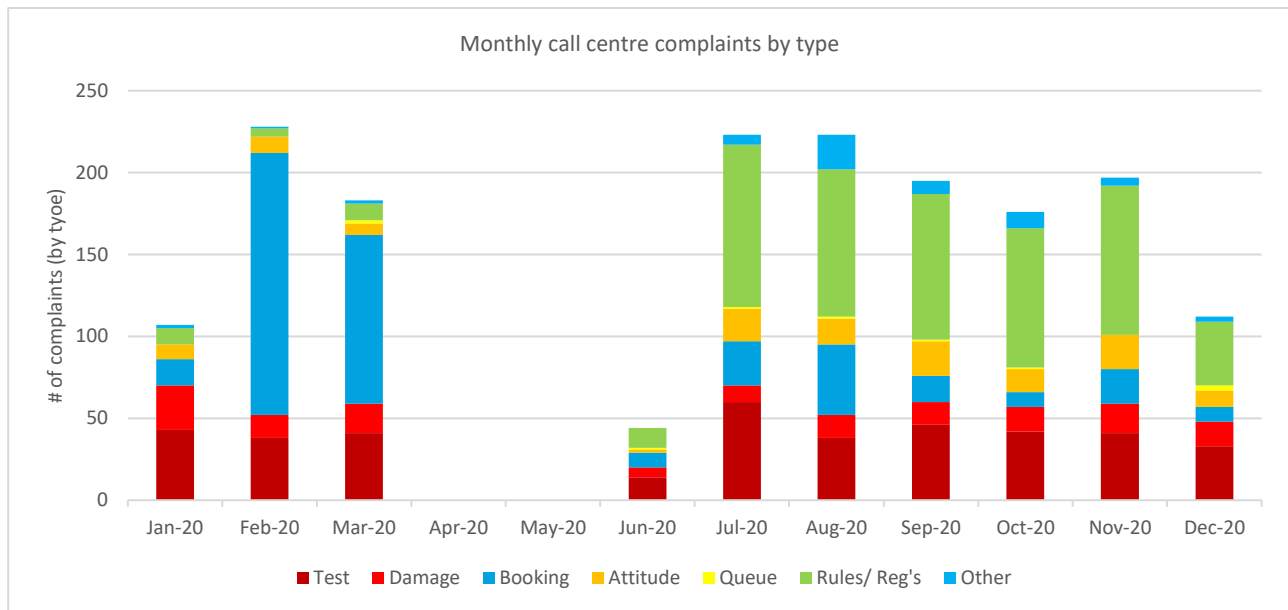
The total number of complaints as a percentage of total tests taken was 0.10%. This is an increase of 0.05% from the 2019 result (0.05%) and for the year overall is at the new target set of 0.10%.

Table 5.1 Year 2020 Customer Complaints (by category)

Complaint category	Old NCTS contract Threshold of 0.2%		New NCTS contract Threshold of 0.1%		2020
	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Total
Test (conduct of test/results)	122	14	144	116	396
Damage (or loss to property)	59	6	38	48	151
Bookings (& call centre)	279	9	86	39	413
Attitude (of staff)	26	2	57	45	130
Queue (delays at test centre)	2	1	3	4	10
Rules/Regulations	25	12	278	215	530
Other	5	0	35	18	58
Total	518	44	641	485	1,688
Number of vehicle tests performed	529,599	46,987	551,570	481,108	1,609,264
As a % all tests conducted	0.10%	0.09%	0.12%	0.10%	0.10%

A breakdown of the number and category of complaints received in 2020, by month, is set out below.

Figure 5.1: 2020 complaints by category and quarter



Independent appeals Board

The Independent Appeals Board, overseen by the TISP, provides an independent review service for the resolution of customer issues, for the small number of cases that require additional investigation.

The Independent Appeals Board received 17 appeals throughout 2020, of which one (1) was upheld after investigation.

Test integrity issues

The Contractor operates using an internal Code of Ethics. Each staff member receives refresher training each year on the company's Code of Ethics.

On occasion, matters come to the attention of the Contractor, the SSC, the TISP or the RSA, which give rise to investigations into the integrity with which testing is carried out by particular vehicle inspectors or at particular test centres.

Such matters are investigated and, where appropriate, disciplinary action taken against relevant members of staff. In certain circumstances, An Garda Síochána are informed. During 2020, one employee was dismissed in relation to breach of code of ethics issues.

6. Performance management

Performance Standards Achieved

The new NCTS contract includes Service Levels to assess Contractor performance in a number of key areas. The new Service Levels that are now being used are set out in Schedule 22 of the contract to deliver the NCT services for a ten-year period commencing 27 June 2020. Please refer to **Appendix 1** for details of the Service Levels applicable under the new NCTS contract.

Table 6.1 sets out the Contractors level of achievement over the period 2018 – Q1 2020, and the AISIL level of achievement for Q3 and Q4 2020.

Note – the new NCTS contract, which came into effect on 27 June 2020, introduced several new Service Levels, and changes to existing Service Levels. Therefore, year on year comparisons are not possible across all the Service Levels listed below.

Table 6.1 NCT Achievement against Performance Standard 2018 – 2020

Ref.	Sub Ref.	Service Level*	Old NCT Contract				New NCTS Contract		Comment
			2018	2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	
1	Notifying Owners of the requirement to have their vehicle tested	90% 20 – 60 working days before the due date of the test.	✓	✓	✓	N/A Covid-19 suspension	96.21%	101%	Relief granted for Q3 and Q4 2020
		100% 5 working days before the due date of the test.	N/A Under old NCT Contract	N/A Under old NCT Contract	N/A Under old NCT Contract	N/A Under old NCT Contract	107%	102%	N/A
	At each individual National Car Test centre, notification to Catchment Owners of the requirement to have their vehicle tested	90% 20 – 60 working days before the due date of the test.	N/A Under old NCT Contract	N/A Under old NCT Contract	N/A Under old NCT Contract	N/A Under old NCT Contract	96.21%	98.01%	Relief granted for Q3 and Q4 2020
2	Average booking lead time for Full Tests across the National Car Testing Service	Average booking lead time for full tests less than 12 days	5.39 days	8.38 days	6.87 days	N/A Covid-19 suspension	18.86 days	17.44 days	Relief granted for Q3 and Q4 2020
	Average booking lead time for Full Tests at each individual National Car Test Centre	Average booking lead time for full tests less than 15 days	✓	✓	✓	N/A Covid-19 suspension	47 test centres exceeded 15 days	7 test centres exceeded 30 days	Relief granted for Q3 and Q4 2020
3	Test accuracy	> 98.5% of test outcomes to be confirmed on check testing	99.33%	99.25%	99.29%	N/A Covid-19 suspension	99.59%	99.06%	N/A
4	Telephone response times	> 90% of telephone calls answered within fifteen (15) seconds.	N/A Under old NCT Contract	N/A Under old NCT Contract	N/A Under old NCT Contract	N/A Covid-19 suspension	58.47%	81.90%	Relief granted for Q3 and Q4 2020
5	Customer Satisfaction rating	A score which is 83% or more achieved for customer satisfaction, as calculated	95.52%	94.40%	81.15%	N/A Covid-19 suspension	86.45%	89.85%	Relief granted for Q3 and Q4 2020

		using the Composite Customer Performance Index							
5	Operational audit 2018 – Q2 2020	Average composite index of performance resulting from operational audits of National Car Test Centres must equal 90 per cent	94.40%	96.67%	94.98%	N/A Covid-19 suspension	N/A	N/A	N/A
6	Operational audit Q3 2020 – Q4 2020	90% or more achieved in that part of the Operational Audit relating to the Operations and Customer Service.	N/A	N/A	N/A	N/A	98.13%	98.25%	N/A
		90% or more achieved in that part of the Operational Audit relating to Facilities.					97.32%	98.53%	N/A
		90% or more achieved in that part of the Operational Audit relating to the Testing Arrangements.					96.70%	99.19%	N/A
		90% or more achieved in that part of the Operational Audit relating to the IT Systems and Controls.					96.85%	100.00%	N/A
7	Notification of results	Transfer of test results to NVDF daily (or issue of test certificates and discs within two minutes of test completion) on 98 per cent of occasions	✓	✓	✓	N/A Covid-19 suspension	✓	✓	N/A
8	NCTS compliance	≥60% of NCTS Vehicles have passed their National Car Test on or before the end of the Contract Month in which the Test Due Dates of such NCTS	N/A Under old NCT Contract	N/A Under old NCT Contract	N/A Under old NCT Contract	N/A Covid-19 suspension	46%	55%	Relief granted for Q3 and Q4 2020

		Vehicles fail;							
		<p>≥ 90% of NCTS Vehicles have passed their National Car Test on or before the end of the Contract Month falling three (3) Contract Months after the Contract Month in which the Test Due Dates of such NCTS vehicles fall</p>	<p>N/A Under old NCT Contract</p>	<p>N/A Under old NCT Contract</p>	<p>N/A Under old NCT Contract</p>	<p>N/A Covid-19 suspension</p>	<p>See comment</p>	<p>See comment</p>	<p>Relief granted for Q3 and Q4 2020</p>

***Applicable post 27 June 2020**

✓ - Denotes satisfactory result by reference to the performance standards.

As shown in the table above:

- The test accuracy for 2020 was 99.42%, above the target of 98.5%.
- The Customer Performance Index (CPI) for 2020 was 85.74, above the target of 80.
- Operational audit performance for 2020 was above the target of 90%.

7. Financial matters

The Contractors profit & loss account for 2020 is summarised below in **table 7.1**. These amounts have been extracted from:

1. Audited ACTS financial statements for the year to 26 June 2020; and
2. Audited AISIL financial statements for the year-ended 31 December 2020.

Table 7.1: Contractor 2020 Profit & Loss Statement

	01 Jan – 26 June 2020 (ACTS) €	26 June – 31 Dec 2020 (AISIL) €	2020 Total €	2019 €	Increase / (Decrease) €
Turnover	19,752,473	38,171,372	57,923,845	80,846,613	(22,922,768)
Cost of Sales	(18,181,298)	(30,182,393)	(48,363,691)	(64,232,695)	15,869,004
Gross profit	1,571,175	7,988,979	9,560,154	16,613,918	(7,053,764)
Administrative expenses	(5,290,787)	(6,110,426)	(11,401,213)	(11,556,913)	155,700
Net unrealised foreign exchange gain / loss realised	(7,500)	(20,465)	(27,965)	(3,818)	(24,147)
Net unrealised foreign exchange gain / loss un-realised	-	(902)	(902)		(902)
Operating profit	(3,727,162)	1,857,186	(1,869,976)	5,053,187	(6,923,163)
Finance income	230,406	176,803	407,209	980,336	(573,127)
Finance Costs	(12,126)	(563,917)	(576,043)	(104,003)	(472,040)
Profit/(loss) before taxation	(3,508,882)	1,470,072	(2,038,810)	5,929,520	(7,968,330)
Taxation	(105,409)	(150,424)	(255,833)	(743,578)	487,745
Profit/(loss) after taxation	(3,614,291)	1,319,648	(2,294,643)	5,185,942	(7,480,585)
Other comprehensive income	0	0	0	0	0
Comprehensive income / (loss) for the financial year	(3,614,291)	1,319,648	(2,294,643)	5,185,942	(7,480,585)

Comments

Total turnover for 2020 was €57,923,845– this is a decrease of €22,922,768 (28.35%) on the €80,846,613 recorded in 2019.

A comprehensive loss of €2,294,643 was recorded in 2020 – this is a decrease of €7,480,585 (144.25%) on the €5,185,942 profit recorded in 2019.

The Contractors balance sheet as of 31 December 2020 is summarised below in **table 7.3**. These amounts have been extracted from audited Contractors financial statements for the year-ended 31 December 2020.

Table 7.3: Contractor Balance sheet as at 31 December 2020

	2020	2019	Increase / (decrease)	Increase / (decrease)
	€	€	€	%
Non-Current assets				
Property, plant, and equipment	10,210,036	500,934	9,709,102	1,938.20%
Intangible assets	2,119,036	31,920	2,087,116	6,538.58%
Right of Use Assets	23,686,523	1,339,376	22,347,147	1,668.47%
Amounts due from group undertakings	-	-	-	-
Deferred tax asset	26,701	28,263	(1,562)	(5.53%)
Total non-current assets	36,042,296	1,900,493	34,141,803	1,796.47%
Current Assets				
Trade and other receivables	19,400,612	31,566,142	(12,165,530)	(38.54%)
Cash and cash equivalents	4,632,766	1,038,390	3,594,376	346.15%
Total current assets	24,033,378	32,604,532	(8,571,154)	(26.29%)
Total Assets	60,075,674	34,505,025	25,570,649	74.11%
Equity				
Called up share capital presented as equity	3,000,000	3,010,000	(10,000)	(0.33%)
Retained earnings	1,319,648	4,559,757	(3,240,109)	(71.06%)
Other reserve	-	(6,442)	6,442	100.00%
Total Equity	4,319,648	7,563,315	(3,243,667)	(42.89%)
Non-Current Liabilities	21,001,093	15,126,630	5,874,463	38.84%
Provisions	-	-	-	-
Lease Liabilities	-	79,479	(79,479)	(100.00%)
Defined tax liability	-	-	-	-
Current Liabilities				
Trade and other payables	31,853,181	25,320,760	6,532,421	25.80%
Lease Liabilities	2,901,752	1,541,471	1,360,281	88.25%
	34,754,933	26,862,231	7,892,702	29.38%
Total Liabilities	55,756,026	26,941,710	9,709,102	1,938.20%
Total Equity and Liabilities	60,075,674	34,505,025	2,087,116	6,538.58%

Comments

Non-current assets increased by €34,141,803 (1,796.47%) in the year to 31 December 2020. This is made up of increases in:

- Property, Plant & Equipment increased by €9,709,102 reflecting the Contractors investment in new equipment in 2020.
- Intangible Assets increased by €2,087,116 reflecting the Contractors investment in systems associated with the new NCTS contract.
- Right of Use Assets increased by €22,347,147 reflecting the recognition by the Contractor of its right to use assets under a lease contract.

Profit share

Throughout the course of the last contract to deliver the NCT the Contractor paid a profit share payment to the RSA of €10.547m.

Appendix 1 – NCTS Service Levels

The below Service Levels are set out in Schedule 22 of the new contract for the delivery of the NCTS which came into operation on 27 June 2020.

Reference		Service Level	Operating Service Level	Service Threshold
1	1.1	Notifying Owners of the requirement to have their vehicle tested	90% 20 – 60 working days before the due date of the test.	<80% of Owners of NCTS Vehicles to be tested, to be notified at least twenty (20) Working Days, but not more than sixty (60) Working Days before the Test Due Date for their NCTS Vehicles.
			100% 5 working days before the due date of the test.	<90% of Owners of NCTS Vehicles to be tested, to be notified at least five (5) Working Days before the Test Due Date for their NCTS Vehicles
	1.2	At each individual National Car test centre, notification to Catchment Owners of the requirement to have their NCTS Vehicles tested.	≥80% of Catchment Owners of NCTS Vehicles to be tested, to be notified at least twenty (20) Working Days, but not more than sixty (60) Working Days, before the Test Due Date for their NCTS Vehicles.	<70% of Catchment Owners of NCTS Vehicles to be tested, to be notified at least twenty (20) Working Days, but not more than sixty (60) Working Days, before the Test Due Date for their NCTS Vehicles.
2	2.1	Average booking lead time for Full Tests across the National Car Testing Service	Average booking lead time for Full Tests ≤12 days.	Average booking lead time for Full Tests >20 days.
	2.2	Average booking lead time for Full Tests at each individual National Car Test Centre	Average booking lead time for Full Tests ≤15 days.	Average booking lead time for Full Tests being >23 days.
3	N/A	Test accuracy	≥ 98.5% of outcomes of National Car Tests confirmed on being checked.	<97.5% of outcomes of National Car Tests confirmed on being checked.
4	N/A	Telephone response times	≥ 90% of telephone calls answered within fifteen (15) seconds.	< 84% of telephone calls answered within fifteen (15) seconds.
5	N/A	Customer Satisfaction rating	A score which is 83% or more achieved for customer satisfaction, as calculated using the Composite Customer Performance Index.	A score which is less than 75% achieved for customer satisfaction, as calculated using the Composite Customer Performance Index.
6	N/A	Operational audit	A score of 90% or more achieved in that part of the Operational Audit relating to the Operations and Customer Service;	A score which is less than 80% achieved in that part of the Operational Audit relating to the Operations and Customer Service;
			A score of 90% or more achieved in that part of the Operational Audit relating to Facilities;	A score which is less than 80% achieved in that part of the Operational Audit relating to the Facilities;
			A score of 90% or more achieved in that part of the Operational Audit relating to the Testing Arrangements;	A score which is less than 80% achieved in that part of the Operational Audit relating to the Testing Arrangements;
			A score of 90% or more achieved in that part of the Operational Audit relating to the IT Systems and Controls.	A score which is less than 80% achieved in that part of the Operational Audit relating to the IT Systems and Controls.

Reference		Service Level	Operating Service Level	Service Threshold
7	N/A	Notification of results	For so long as there is no webservice allowing for the transfer of NCT results to the NVDF, $\geq 98\%$ of NCT results transferred to NVDF on same day as the National Car Test is completed;	For so long as there is no webservice allowing for the transfer of NCT results to the NVDF, $< 92\%$ of NCT results transferred to NVDF on same day as the National Car Test is completed
			Where there is a webservice allowing for the transfer of NCT results to the NVDF, $\geq 98\%$ of test results transferred to NVDF within 30 minutes of completion of the National Car Test	Where there is a webservice allowing for the transfer of NCT results to the NVDF, $< 92\%$ of test results transferred to NVDF within 30 minutes of completion of the National Car Test
8	N/A	NCTS compliance	$\geq 60\%$ of NCTS Vehicles have passed their National Car Test on or before the end of the Contract Month in which the Test Due Dates of such NCTS Vehicles fall.	$< 54\%$ of NCTS Vehicles have passed their National Car Test on or before the end of the Contract Month in which the Test Due Dates of such NCTS Vehicles fall.
			$\geq 90\%$ of NCTS Vehicles have passed their National Car Test on or before the end of the Contract Month falling three (3) Contract Months after the Contract Month in which the Test Due Dates of such NCTS Vehicles Fail.	$< 84\%$ of NCTS Vehicles have passed their National Car Test on or before the end of the Contract Month falling three (3) Contract Months after the Contract Month in which the Test Due Dates of such NCTS Vehicles Fail.

Appendix 2 – Schedule of NCT network re-opening

Date	NCT Centre
08 June 2020	Cork – Little Island
	Cork - Blarney
	Northpoint 1 & 2, Dublin
	Deansgrange, Dublin
	Fonthill, Dublin
	Galway
	Limerick
	Waterford
	Letterkenny
	Athlone
	Ballina
	Naas
	Drogheda
	Derrybeg
	22 June 2020
Enniscorthy	
Killarney	
Ennis	
29 June 2020	Castlerea
	Carlow
	Westport
	Dundalk
	Ballinasloe
	Kells
	Longford
	Portlaoise
	Mullingar
	Tullamore
	Cahir
	Skibbereen
	Arklow
	Greenhills, Dublin
	Tralee
Nenagh	
13 July 2020	Kilkenny
	Carrick-on-Shannon
	Cavan
	Monaghan
	Macroom
	Youghal
20 July 2020	Cahirciveen
	Charleville
	Clifden
	Donegal Town
	Sligo
	Carndonagh



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