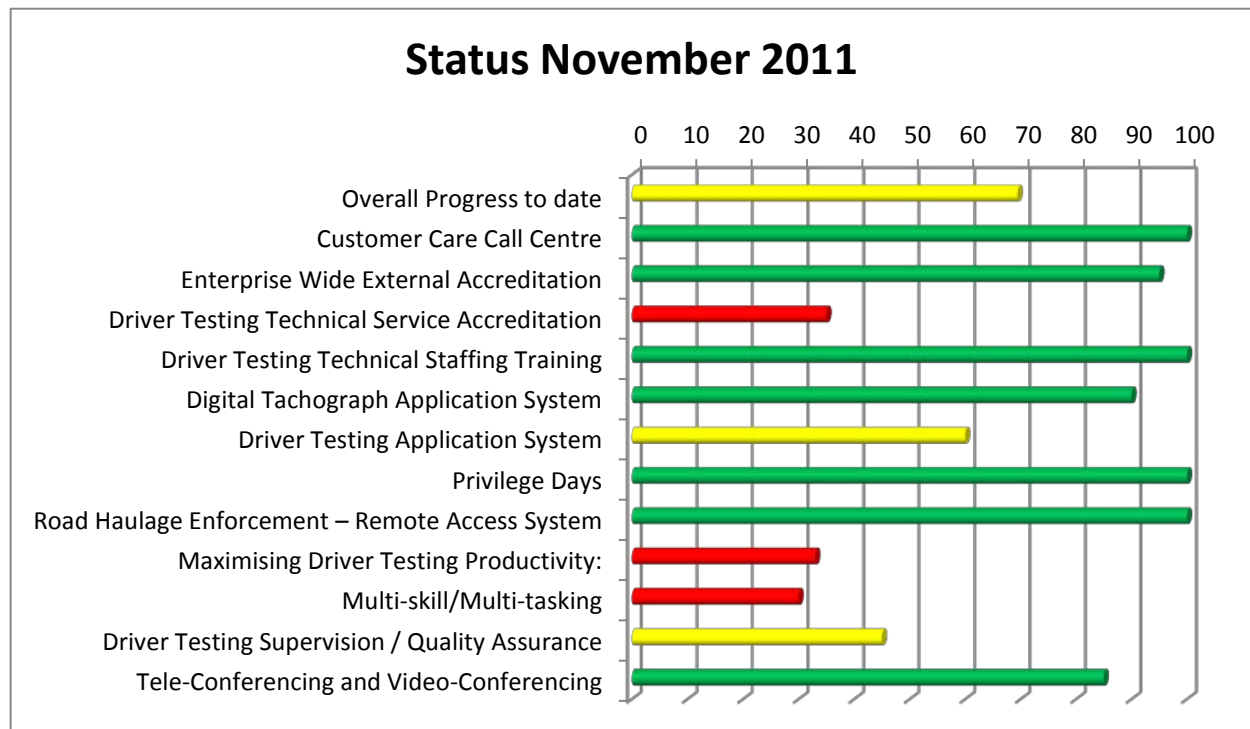




Working To Save Lives

Public Service Agreement 2010-2014 - Road Safety Authority Action Plan Projects



- 1. Customer Care Call Centre:** The Road Safety Authority receives in excess of one thousand telephone calls per day and with the current service configuration we are only answering 73% of these calls. We have had initial discussions with our Trade Unions and have a Project Team in place and we have requested Trade Union representation in line with the Croke Park Agreement. The Customer Care Centre will involve a significant re-engineering of processes within the various sections in the Road Safety Authority and the benefits accruing to the service to the public will mean that we will be able to extend the service opening hours, increase call answering from the current 73% to 95% and are in a position to implement this improvement within an existing resource allocations. This project is being fast-tracked in keeping with the Croke Park Agreement and will be formally reported via the implementation review process.
- 2. Road Safety Authority Enterprise-Wide External Accreditation:** The Road Safety Authority in consultation with Trade Unions has embarked on a project to introduce external ISO accreditation across the entire Road Safety Authority. This process will re-engineer workflows and processes across the Authority.
- 3. Driver Testing Technical Service Accreditation:** The Authority in discussion with its Trade Unions has commenced a programme to introduce ISO/IEC Standard 17024 which is a standard specifically dealing with technical assessments. This standard will be implemented across the entire enterprise and will be significant in enhancing service to the public and driving consistency and reliability across the entire driver testing technical assessment service.

4. **Driver Testing Technical Staffing Training:** We have also commenced a project to introduce an externally awarded formal qualification for all driver testing technical staff. This qualification will significantly enhance the expertise of driver testers, ensure consistency and optimise service delivery. The training will be at a higher level than the current FETAC Level 6 awarded to Approved Driving Instructors and will be HETAC accredited. I wish to progress this project under the Croke Park Agreement and report progress accordingly
5. **Digital Tachograph Application System:** We are proceeding to procure an on-line digital tachograph application system. This will significantly increase the level of service to professional bus and truck operators. It will also remove an administrative burden on the industry thereby reducing costs to the sector whilst increasing the quality of service provision. I anticipate that a decision will be made in October on the future direction for driver plastic card license issuing and there are opportunities for greater synergy if we can integrate the issue of digital tachograph cards into the same service delivery mechanism as that chosen for driver licence plastic cards.
6. **Driver Testing Application System:** As you are aware we introduced a new driver testing administration system and we are now achieving 72% of applications on-line. We have completed our pilot for on-line self-scheduling and are now planning to roll this out across all test centres nationally. This will enable members of the public to book their test on-line and select the date, time and location of their test. In 2011 they will be further enabled to manage their booking i.e. cancel and re-schedule on-line. In essence we will move from the current paper based testing system to the use of hand-held devices which will automatically upload to the Driver Testing System thereby removing the current manual result noting processes and will also offer the opportunity for the Road Safety Authority to fill more short term cancellations as we will be in direct electronic communication with Testers and will have the ability to slot in candidates at short notice. The use of technology on test routes will greatly enhance service quality, will enable enhanced communication with field based staff and will significantly automate administrative processes.
7. **Privilege Days:** The Road Safety Authority are particularly interested in dealing with historical work practices around Christmas Eve whereby Driver Testers do a number of tests in the morning and finish at noon. It is not possible to carry out tests in most urban locations in the afternoon due to the sheer volumes of shoppers, traffic activity and congestion. It is our desire to include Christmas Eve as part of our Christmas close-down. This would generate significant additional testing activity. Under our proposal the concession day would fall on Christmas Eve. We also want to address work practices such as half-days leave given in Ballina for Heritage Day, a full days leave given in Galway for Race Day and similar practices in terms of Christmas shopping leave and staff being allocated time to bank their cheques. These changes will deliver increased productivity and will be reported formally under the implementation reporting framework.

8. **Road Haulage Enforcement – Remote Access System:** Road Safety Authority Transport Officers and Vehicle Inspectors carry out roadside checks and premises visits in relation to their enforcement function. Since the Road Safety Authority assumed responsibility for this function from the Department of Transport in 2006 we have developed automated management information systems. The next phase in the development of our system is the introduction of a remote access system (RAS) which is due to commence user acceptability testing (UAT) within the Road Safety Authority in the next few weeks. The RSA will provide a secure way for enforcement officers to input data and allow officers to access the full range of data on operators, their vehicles and their drivers whilst they are performing their duties at the roadside or at an operator's premises. I wish to introduce a fleet of ICT enabled enforcement vehicles for use by Transport Officers and Vehicle Inspectors to enable them to fully utilise the new remote access technology and to enhance the safety of field staff working at the roadside.
9. **Maximising Driver Testing Productivity:** Current custom and practice requires Driver Testers to undertake eight tests per day and this is reduced to seven tests per day for ten weeks in the wintertime. This was the historical practice in the service and relates to poor visibility on the dark winter evenings. We wish to enhance productivity by implementing eight tests per day all year round. This will deliver significant additional capacity in the driver testing system at no extra cost to the Exchequer.
10. **Multi-skill/Multi-tasking:** Given the nature of the Road Safety Authority's frontline service delivery we are keen to explore with the Trade Unions the potential of multi-tasking so that key staff such as Driver Testers, Transport Officers and ADI Examiners could be trained so that there could be greater cross functional work and multi-tasking. We see this as a useful mechanism to manage peaks and troughs in enforcement, driver testing and ADI regulation.
11. **Driver Testing Supervision / Quality Assurance:** It is essential that the driver testing service is delivered to the highest quality possible and that we can absolutely stand over the consistency of the services particularly in terms of test results by tester, by centre and by region. Work has commenced on a service wide quality assurance system and I will be reporting on progress via the Croke Park framework. I also want to modernise supervisory structures and practices in this context and intend also including this element under the Croke Park process
12. **Tele-Conferencing and Video-Conferencing:** As a dispersed organisation with staff working across fifty-four offices and with a significant requirement for Road Safety Authority staff to participate with a large number of external stakeholders both in terms of Government Departments and Agencies and also industry stakeholders we are very keen to significantly increase the use tele-conferencing and video-conferencing across the Road Safety Authority. We have undertaken some initial investment in 2010 to assist us in this process and want to make this the norm for meetings. This obviously has significant impact on current work practices and on staff travel and subsistence and is something which we intend to drive robustly in late 2010 and early 2011.