

RSA

***National Car Testing Service
(NCTS)***

2024 Annual Report

Final Report

Údarás Um Shábháilteacht Ar Bhóithre
Road Safety Authority

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1. Introduction & 2024 overview

Introduction

This report sets out a summary of the National Car Testing Service (NCTS) operations in the 12-month period from 01 January 2024 to 31 December 2024.

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.

Following a competitive tendering process, a contract between the RSA and Applus Inspection Services Ireland Ltd. (“AISIL” or “the Contractor”), 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 NCTS contract sets out a suite of eight (8) 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 NCTS Project Agreement as executed between the RSA and the Contractor. The performance of the Contractor is monitored on behalf of the RSA by the Supervisory Services Contractor (SSC), currently Deloitte Ireland LLP (Deloitte), and the Technical Inspection Services Partner (TISP), currently the Automobile Association.

Significant matters which impacted the NCTS in 2024

Throughout 2024 there were a number of issues which had a material impact upon the delivery of the NCTS:

- (i) **VI staffing levels** – At the start of 2024 there were 666 Vehicle Inspectors (Vis) employed in the NCTS, an increase from the 595 employed at the start of 2023. The Contractor continued to recruit VIs throughout the year including the recruitment of further tranches of VIs from the Philippines. Throughout 2024:
- 100 Vis joined the Service.
 - 102 Vis ceased employment.

At the end of 2024 there were 664 VIs employed in the Service which is two (2) below the number employed at the end of the prior year (which was the highest number of VIs employed since the NCTS was introduced in Ireland in January 2000). The higher number of VIs employed allowed the NCTS Contractor to deliver higher capacity throughout the NCTS network in 2024. In addition to this the Contractor also introduced a number of third shifts in NCT centres. The increased availability of appointment slots led to reductions in Booking Lead Times throughout the year.

- (ii) **NCT Demand**

2024 saw the highest level of demand for the NCTS in the history of the service as can be seen below. This demand was driven in large by an increase in the size of the national fleet, and also from the backlog of vehicles due an NCTS in 2023 which were carried forward into 2024. The increase in fleet age and a decreasing pass rate has meant that demand for in-lane re-tests has increased. This has led to increased demand for the NCTS.

	2018	2019	2020	2021	2022	2023	2024
Full test	1,343,761	1,390,586	1,006,982	1,418,113	1,395,505	1,587,999	1,732,094
Full test pass rate (%)	49.25	49.98	54.94	52.76	54.31	52.91	50.57
In-lane re-tests	444,628	474,796	471,919	476,613	454,790	523,373	607,467
In-lane re-tests pass rates (%)	87.65	88.77	81.76	88.30	88.01	87.81	87.23

- (iii) **Booking Lead Times** – Throughout 2024 there was a lack of slots for NCTS customers which in turn led to high Booking Lead Times. This was most noticeable in the period Q1 – Q2 2024 and started to improve from Q3 2024 onwards.

2024 Performance Summary

Note – The information presented hereunder is extracted from the Contractor’s ICT system at the time of reporting.

- 2024 activity levels across the service were higher than those seen in 2023 as can be seen below.

Table 1.1: Test volumes 2018 – 2024

	2018	2019	2020	2021	2022	2023	2024
Full test	1,343,761	1,390,586	1,006,982	1,418,113	1,395,505	1,587,999	1,732,094
Lane re-test	444,628	474,796	471,919	476,613	454,790	523,373	607,467
Non lane re-test	236,135	233,513	130,337	197,625	191,491	224,218	250,575
Total	2,024,524	2,098,895	1,609,237	2,092,351	2,041,786	2,335,590	2,590,136

- Pass rates for full NCT tests, lane re-tests, decreased in 2024. Pass rates for non-lane re-tests increased marginally in 2024.

Table 1.2: Pass rates 2018 – 2024

	2018	2019	2020	2021	2022	2023	2024
Full test (%)	49.25	49.98	54.94	52.76	54.31	52.91	50.57
Lane re-test (%)	87.65	88.77	81.76	88.30	88.01	87.81	87.23
Non lane re-test (%)	99.50	99.60	99.57	99.56	99.55	99.57	99.61

The quarterly pass rates for 2024 are set out hereunder:

	Q1 2024	Q2 2024	Q3 2024	Q4 2024
Full test (%)	51.92%	50.16%	51.49%	48.38%
Lane re-test (%)	87.51%	87.17%	87.39%	86.85%
Non lane re-test (%)	99.61%	99.58%	99.62%	99.63%

- NCT test accuracy for 2024 was 99.18% (see **Section 3**).
- NCT customer satisfaction in 2024, measured via the Customer Performance Index (CPI) was 86.55% (see **Section 4**).

2024 NCT test volumes overview

A monthly analysis of the throughput, based on full-tests, of vehicles and pass rates for the NCT in the period January 2023 – December 2024 is presented below in **Figure 1.1**.

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

Figure 1.1: 2023 – 2024 throughput and pass rates

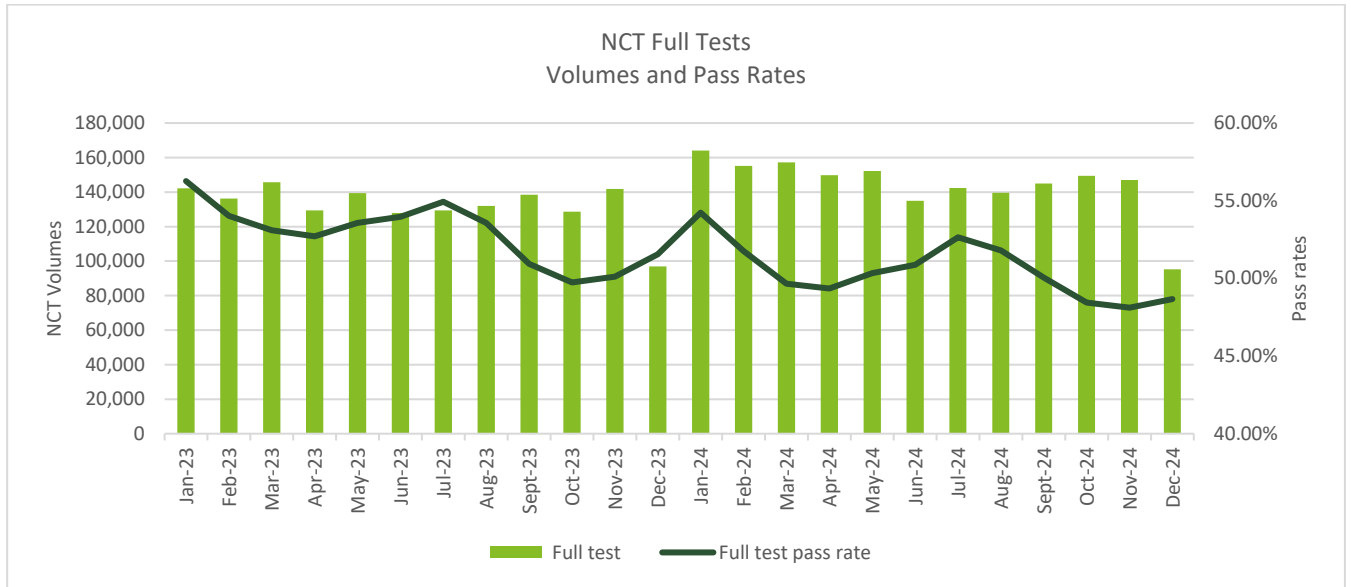


Table 1.3 below sets out a high-level annual summary of NCT activity levels and test outcomes for 2024.

	Pass	Pass advisory	Pass – Pending Recheck	Visual fail	Visual fail dangerous	Non-Visual Fail	Non-Visual Fail Dangerous	Total
Full tests	467,838	30,742	377,320	161,820	50,308	565,826	78,240	1,732,094
	27.01%	1.77%	21.78%	9.34%	2.90%	32.67%	4.52%	100.00%
Lane re-test	361,155	5,341	163,398	12,190	1,084	61,708	2,591	607,467
	59.45%	0.88%	26.90%	2.01%	0.18%	10.16%	0.43%	100.00%
Non lane re-test	167,082	621	81,893	689	290	0	0	250,575
	66.68%	0.25%	32.68%	0.27%	0.12%	0.00%	0.00%	100.00%

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 2024.

Test centre	Pass		Pass – Pending Recheck*		Fail		Fail dangerous		Total
	No.	%	No.	%	No.	%	No.	%	
Abbeyfeale	9,588	55.94%	218	1.27%	6,147	35.86%	1,188	6.93%	17,141
Arklow	23,145	52.69%	859	1.96%	16,929	38.54%	2,993	6.81%	43,926
Athlone	11,016	39.72%	363	1.31%	14,002	50.48%	2,356	8.49%	27,737
Ballina	10,032	46.37%	184	0.85%	9,627	44.50%	1,792	8.28%	21,635
Ballinasloe	9,824	57.35%	98	0.57%	6,195	36.17%	1,012	5.91%	17,129

Test centre	Pass		Pass – Pending Recheck*		Fail		Fail dangerous		Total
	No.	%	No.	%	No.	%	No.	%	
Cahir	21,013	52.38%	545	1.36%	16,063	40.04%	2,493	6.21%	40,114
Cahirciveen	1,913	50.29%	37	0.97%	1,504	39.54%	350	9.20%	3,804
Carlow	12,943	43.24%	564	1.88%	14,112	47.14%	2,317	7.74%	29,936
Carndonagh	3,619	43.67%	97	1.17%	3,940	47.54%	632	7.63%	8,288
Carrick-on-Shannon	6,411	40.95%	173	1.11%	7,466	47.69%	1,606	10.26%	15,656
Castleisland	5,969	51.15%	145	1.24%	4,672	40.03%	884	7.57%	11,670
Castlerea	6,506	43.41%	141	0.94%	7,080	47.23%	1,262	8.42%	14,989
Cavan	5,893	38.23%	188	1.22%	7,503	48.67%	1,831	11.88%	15,415
Charleville	8,535	46.53%	252	1.37%	7,991	43.56%	1,566	8.54%	18,344
Clifden	2,526	43.95%	64	1.11%	2,728	47.46%	430	7.48%	5,748
Cork-Blarney	26,794	49.60%	1,014	1.88%	22,149	41.01%	4,058	7.51%	54,015
Cork-Little Island	35,621	50.82%	990	1.41%	28,104	40.09%	5,379	7.67%	70,094
Deansgrange	64,303	57.20%	3,459	3.08%	38,446	34.20%	6,205	5.52%	112,413
Derrybeg	2,898	44.69%	60	0.93%	2,960	45.64%	567	8.74%	6,485
Donegal	6,478	44.74%	160	1.11%	6,774	46.79%	1,066	7.36%	14,478
Drogheda	21,093	48.93%	762	1.77%	18,447	42.79%	2,804	6.50%	43,106
Dundalk	14,236	46.39%	570	1.86%	13,749	44.80%	2,132	6.95%	30,687
Ennis	15,905	43.42%	559	1.53%	16,607	45.34%	3,560	9.72%	36,631
Enniscorthy	21,309	45.10%	689	1.46%	21,609	45.73%	3,645	7.71%	47,252
Fonthill	44,744	45.10%	2,960	2.98%	43,675	44.02%	7,840	7.90%	99,219
Galway	24,698	45.28%	820	1.50%	24,670	45.22%	4,363	8.00%	54,551
Greenhills (Exit 11,M50)	31,437	47.12%	1,917	2.87%	28,512	42.74%	4,845	7.26%	66,711
Kells	15,444	46.68%	577	1.74%	14,493	43.81%	2,570	7.77%	33,084
Kilkenny	19,581	53.95%	360	0.99%	13,834	38.11%	2,523	6.95%	36,298
Killarney	9,879	50.02%	217	1.10%	8,197	41.50%	1,457	7.38%	19,750
Letterkenney	11,452	46.18%	242	0.98%	11,118	44.83%	1,988	8.02%	24,800
Limerick	31,909	53.96%	636	1.08%	21,923	37.07%	4,664	7.89%	59,132
Longford	6,323	43.43%	165	1.13%	7,002	48.09%	1,070	7.35%	14,560
Macroom	10,645	47.46%	309	1.38%	9,572	42.67%	1,904	8.49%	22,430

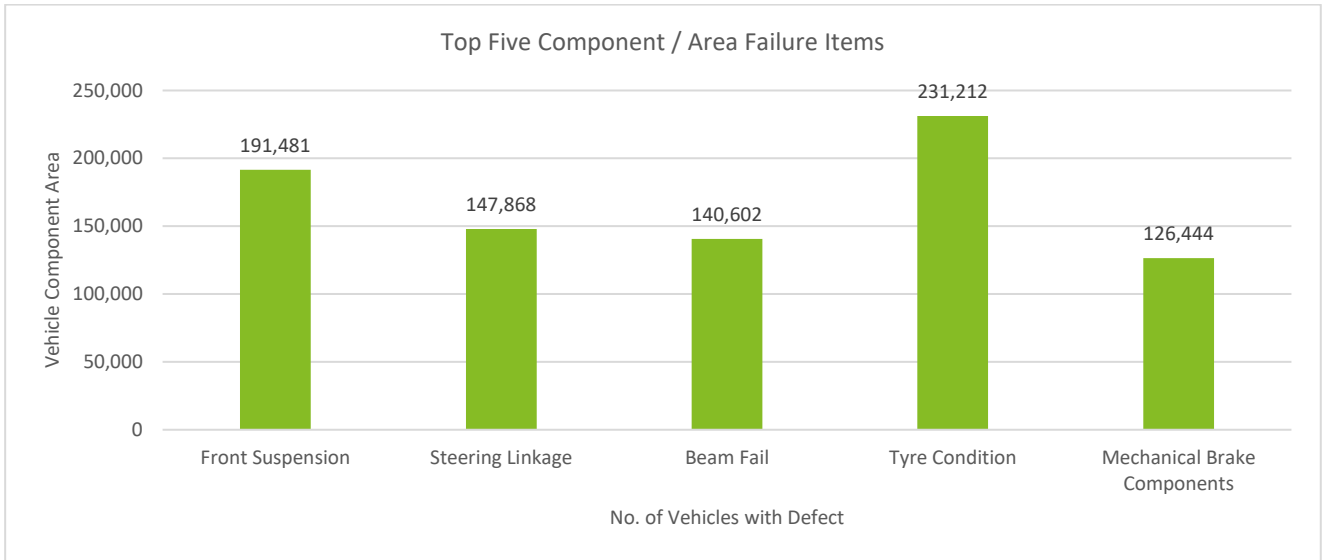
Test centre	Pass		Pass – Pending Recheck*		Fail		Fail dangerous		Total
	No.	%	No.	%	No.	%	No.	%	
Monaghan	6,724	42.18%	215	1.35%	7,507	47.09%	1,496	9.38%	15,942
Mullingar	14,839	52.31%	329	1.16%	11,013	38.82%	2,186	7.71%	28,367
Naas	26,673	46.15%	916	1.58%	26,543	45.92%	3,668	6.35%	57,800
Navan	13,666	43.84%	558	1.79%	14,160	45.42%	2,789	8.95%	31,173
Nenagh	14,580	50.87%	340	1.19%	11,265	39.31%	2,475	8.64%	28,660
Northpoint 1 (Exit 4, M50)	31,428	47.48%	1,950	2.95%	28,402	42.90%	4,418	6.67%	66,198
Northpoint 2 (Exit 4, M50)	53,890	48.31%	2,966	2.66%	46,805	41.96%	7,888	7.07%	111,549
Portlaoise	16,170	51.32%	312	0.99%	12,751	40.47%	2,277	7.23%	31,510
Skibbereen	10,101	47.57%	318	1.50%	8,916	41.99%	1,899	8.94%	21,234
Sligo	11,188	45.00%	134	0.54%	11,504	46.28%	2,034	8.18%	24,860
Tralee	12,646	50.36%	365	1.45%	10,316	41.08%	1,784	7.10%	25,111
Tuam	10,910	47.44%	239	1.04%	10,320	44.88%	1,527	6.64%	22,996
Tullamore	16,841	56.31%	310	1.04%	10,938	36.57%	1,818	6.08%	29,907
Waterford	27,547	53.43%	835	1.62%	19,702	38.22%	3,471	6.73%	51,555
Westport	12,896	51.73%	234	0.94%	10,092	40.48%	1,708	6.85%	24,930
Youghal	11,377	49.31%	327	1.42%	9,612	41.66%	1,758	7.62%	23,074
Total (Full tests only)	845,158	48.79%	30,742	1.77%	727,646	42.01%	128,548	7.42%	1,732,094

Top Component /Vehicle Failure Items

We set out hereunder (for the three areas listed below) the five most common individual fail items recorded in 2024:

1. Component /area failure items.
2. Visual failure items.
3. Non-visual failure items.

Figure 1.2: Top five – component /area failure items – 2024



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

Figure 1.3: Top five – visual failure items – 2024

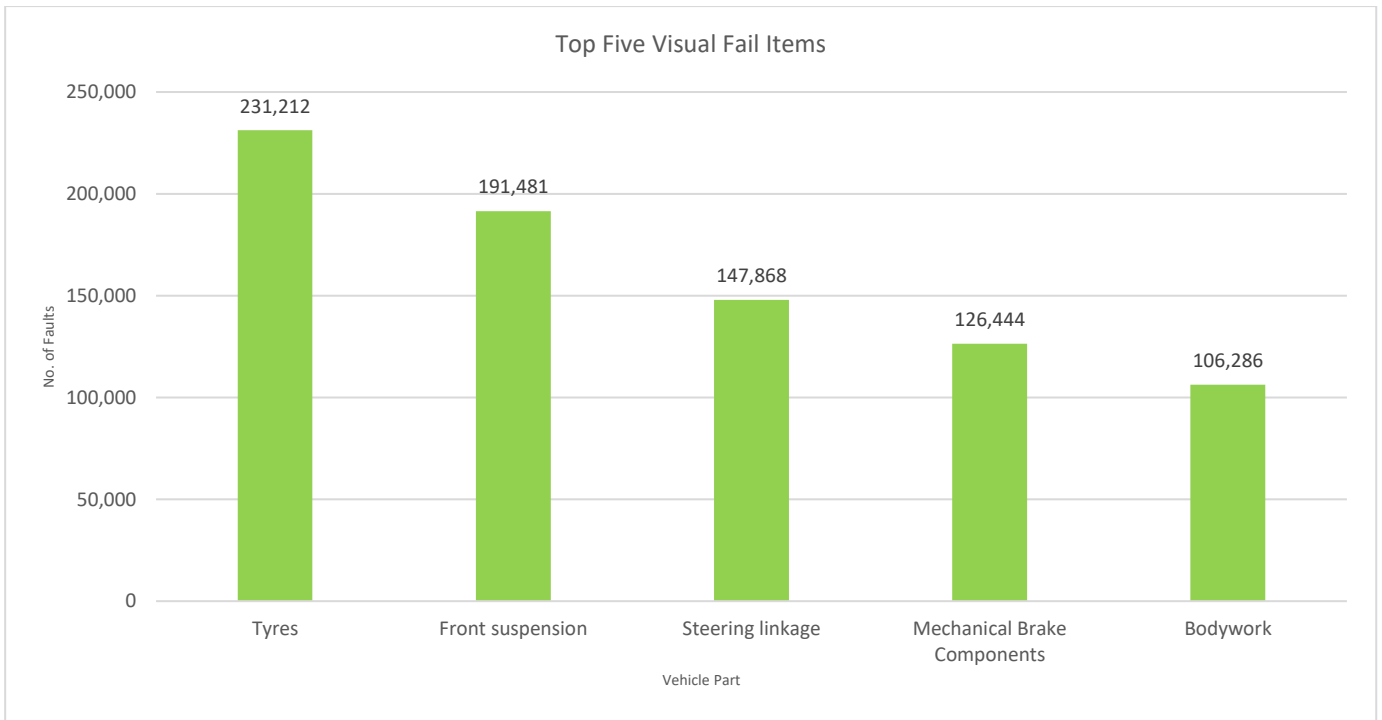
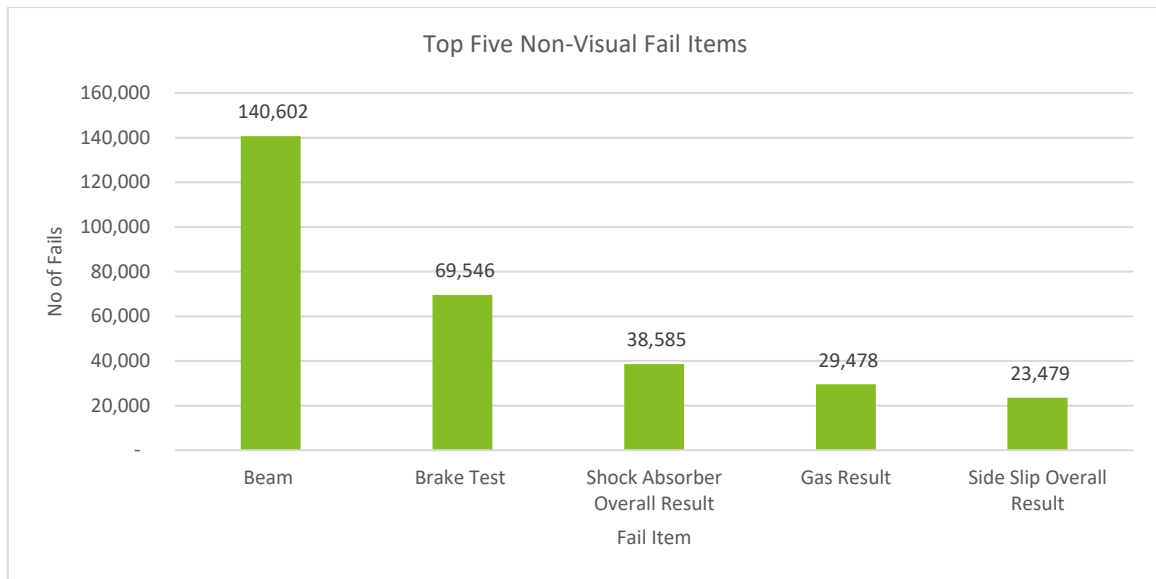


Figure 1.4: Top five – non-visual failure items – 2024



The remainder of this report reviews the operation and performance of the Contractor during 2024 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 2024.
- ❖ **Section 6** – Performance management – Contractor performance against Project Agreement Service Levels.
- ❖ **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 Project Agreement across four areas:

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

Operational audits are performed on a quarterly basis by the SSC and the TISP with a breakdown as set out below:

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

The existing format of the current Operational Audit was first introduced in Q3 2020 as part of the contract transition associated with the current NCTS contract.

Table 2.1 below shows the operational audit scores achieved in the period Q1 2024 – Q4 2024.

Table 2.1: Operational audit scores Q1 2024 – Q4 2024

Category	Q1 2024	Q2 2024	Q3 2024	Q4 2024
Operations and customer services	97.46%	98.63%	97.47%	98.94%
Facilities	95.09%	95.08%	93.80%	94.94%
Testing arrangements	96.43%	96.95%	97.08%	96.64%
IT /Systems	100.00%	100.00%	100.00%	100.00%

2.3 2024 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 2024.

Owing to the increased number of available slots on the NCTS website, there was an increased number of customers who used the NCTS website to secure an NCTS appointment. Overall call volumes decreased in 2024 by 204,817 calls (13.78%) when compared with 2023 (see **Figure 2.2** below).

Reversing a trend seen in prior years, the percentage of internet bookings increased in 2024, owing to an increased number of NCTS appointment slots being available to customers on the NCTS website (see **Figure 2.3** below).

Figure 2.1: 2024 monthly call centre performance

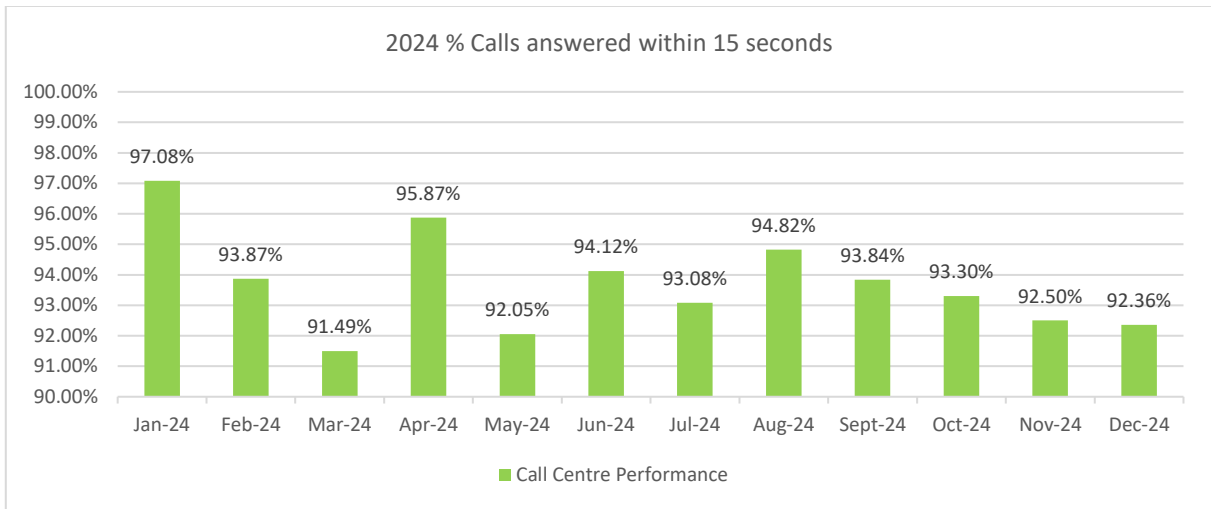


Figure 2.2: 2019 – 2024 call volumes

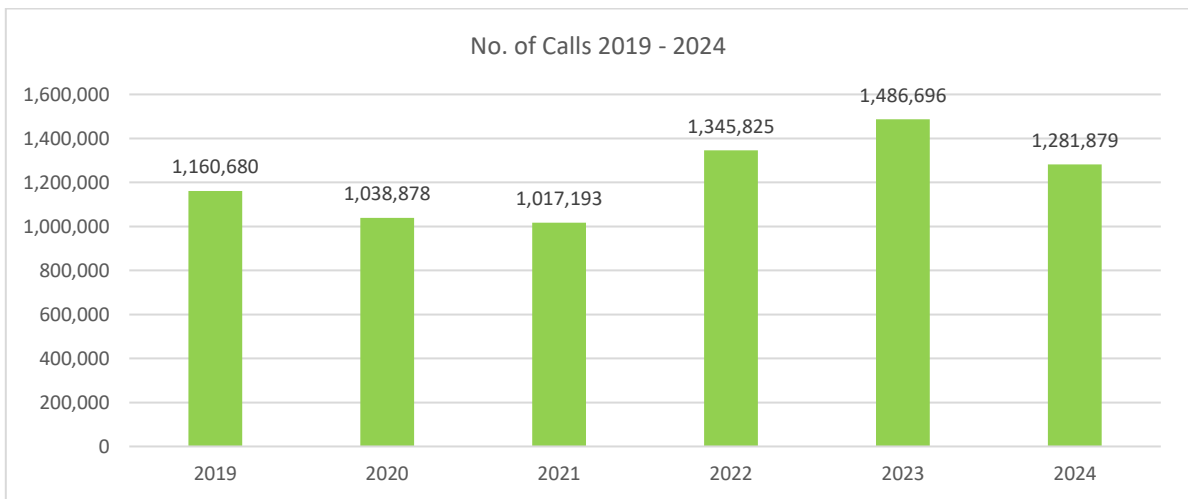
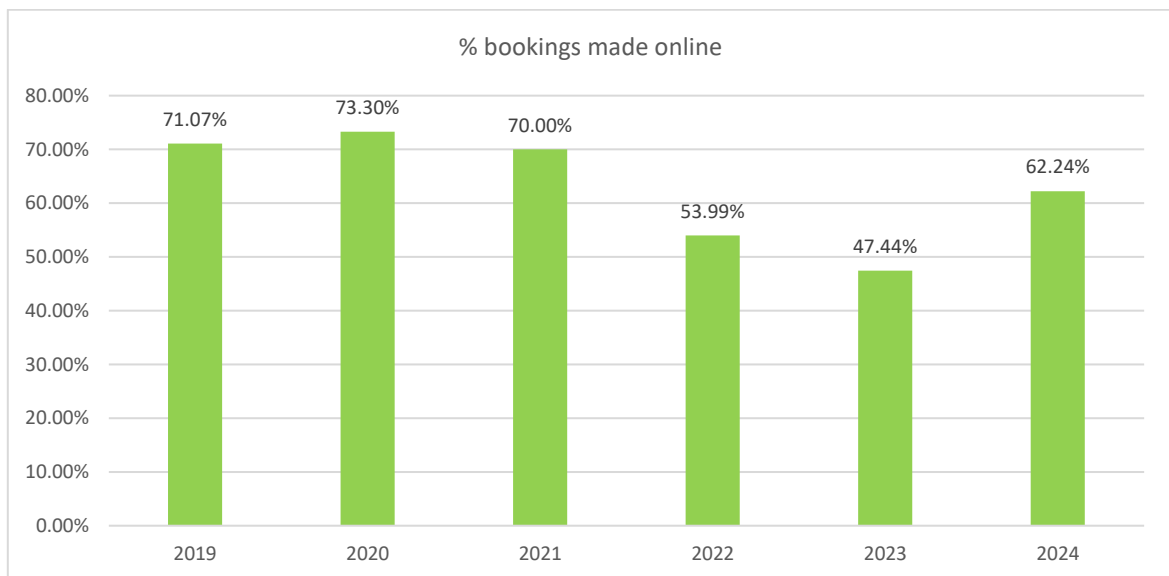


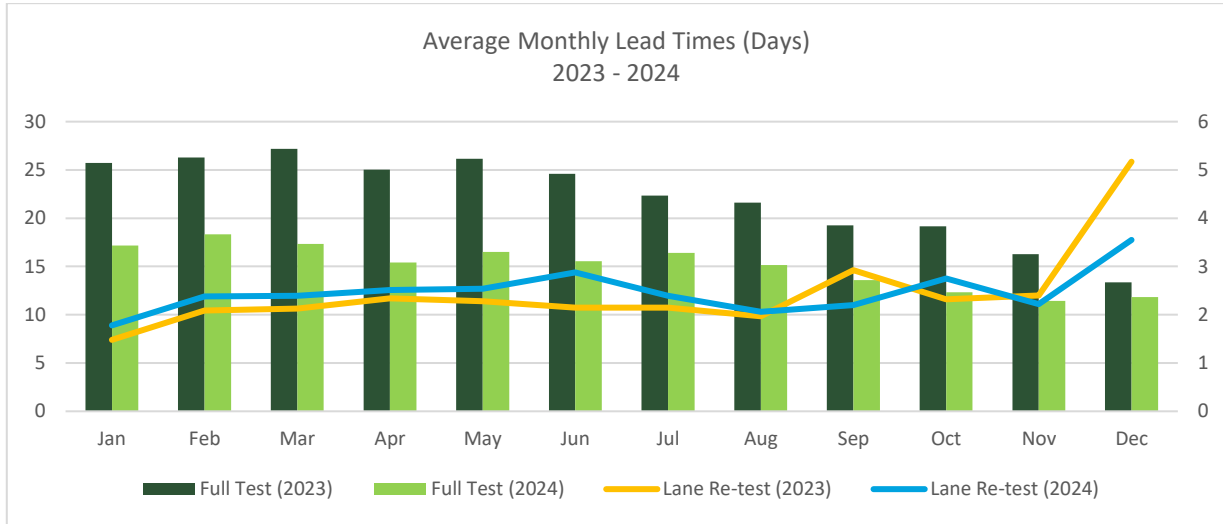
Figure 2.3: 2019 – 2024 internet booking levels (full tests)



Waiting times for NCT bookings

The NCTS Project Agreement sets a target average booking lead time across the NCT network of 12 days with no individual NCT test centre to exceed 15 days. Lead-times for tests and retests are monitored monthly and quarterly at both a national and test centre basis. Throughout 2024 average booking lead times for full tests were lower than those levels seen in 2023 as can be seen in **Figure 2.4**.

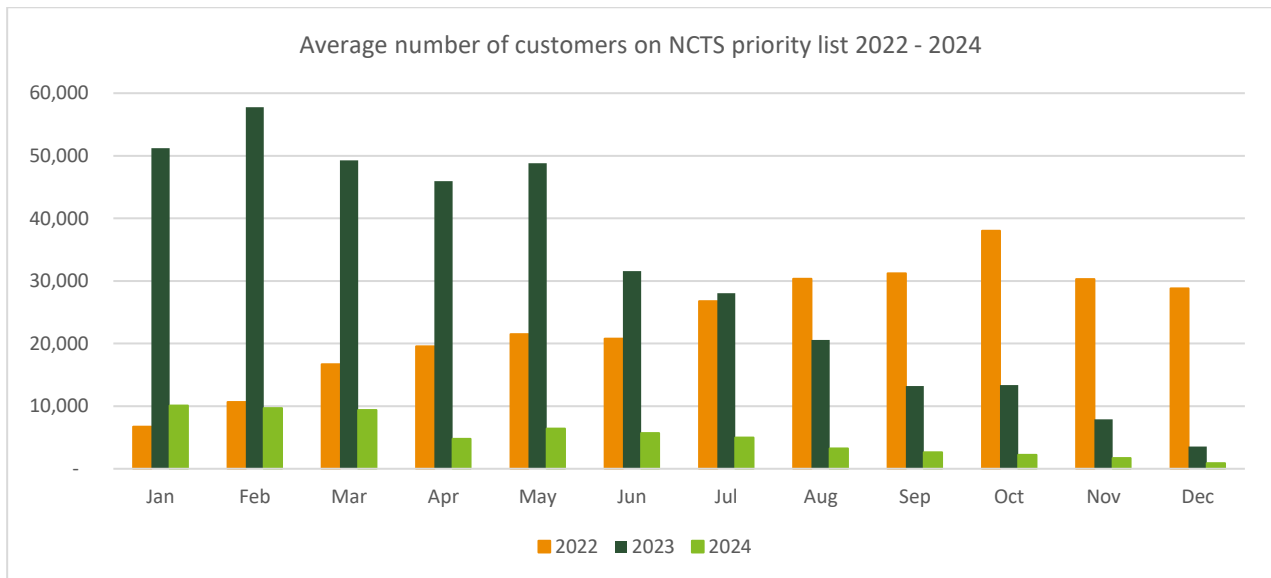
Figure 2.4: 2023 – 2024 average lead times



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. As can be seen from the graph the number of customers on the NCTS priority list throughout 2024 was consistently lower than in prior years.

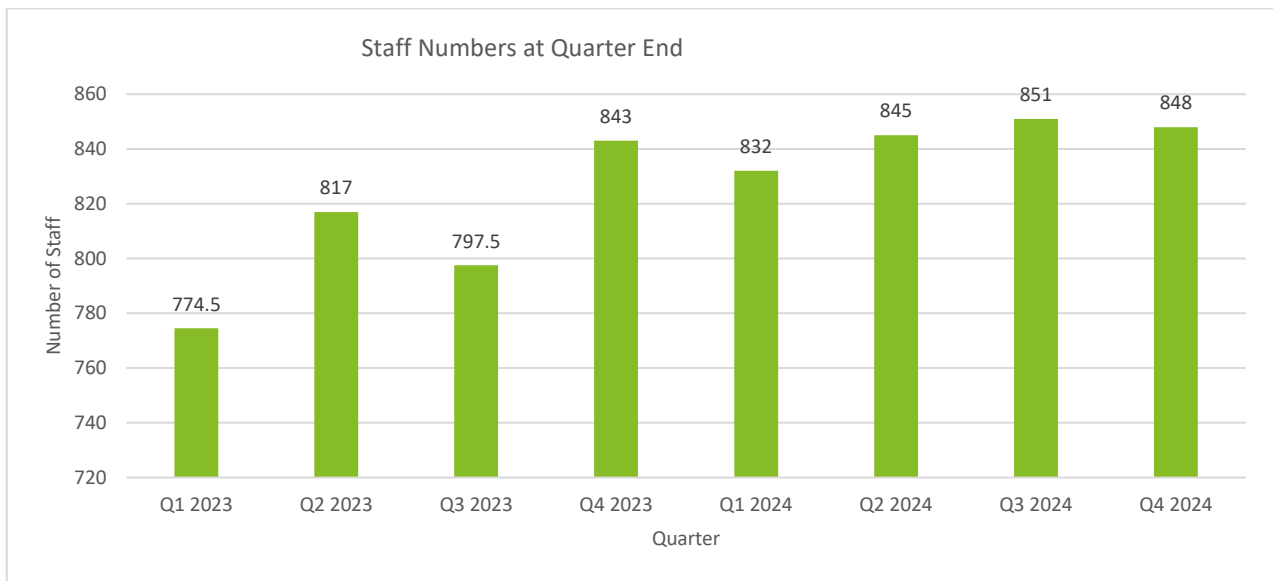
Figure 2.5: 2022 – 2024 Average number of customers on NCTS priority list



Staffing Levels and Human Resources

Overall staffing levels which include headquarters; test centre; and call centre personnel, stood at 848 Full Time Equivalents (FTEs) in December 2024. The Contractor’s staffing levels throughout the period Q1 2023 – Q4 2024 are shown hereunder in **Figure 2.5**. In response to capacity constraints across the NCTS Network the NCTS Contractor commenced recruiting Vehicle Inspectors from the Philippines in November 2022. This has continued throughout 2023 and 2024. All new Vehicle Inspectors were appropriately qualified and underwent necessary AISIL training.

Figure 2.6: Q1 2023 – Q4 2024 Contractor staff levels



Annual training of all Vehicle Inspectors took place in Q4 2024. 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.

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.
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.

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 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.

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 2,833 visits to NCT test centres and audited 7,539 vehicles (4,474 vehicle audits and 3,065 independent checks) 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 audits and inspections carried out independently by the TISP on behalf of the RSA. These audits have shown that during 2024, test accuracy was 99.18% (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.

During 2024 TISP inspections covered:

- 100% of NCTS test centres in the network.
- 100% of test lanes in the network.
- 99% of Vehicle Inspectors.

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

During 2024, the TISP team audited 4,474 vehicles. Additionally, throughout 2024, 3,065 independent checks were undertaken. The overall number of vehicles audited is higher than those audited in 2023.

Table 3.1 sets out a summary of inspection details in 2024. On average, each vehicle inspector was observed performing 8 – 10 tests throughout the year.

Table 3.1: TISP inspection details 2024

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Individual Centre audits conducted	49	50	46	50	50	49	49	48	49	48	49	49	586
No. of visits in period	236	226	221	258	249	234	272	204	248	243	257	185	2,833
Vehicles audited (observed inspections)	392	378	379	405	388	332	373	282	376	396	427	346	4,474
VI audits performed	414	419	412	433	442	402	436	336	437	410	446	366	4,953
Lane audits performed	103	110	106	105	106	102	104	96	105	103	110	106	1,256
Independent checks	259	248	240	276	266	248	291	216	267	261	286	207	3,065

Over 2024, a cohort of VIs were audited each month with individual VIs being audited several times during 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 2024

Category	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Total
Very Good (0 faults omitted)	1,071	1,057	975	1,109	4,212
Adequate (<=4 faults omitted)	58	53	35	42	188
Unacceptable (any major item or 6 minor items omitted)	14	12	20	16	62
C.N.A (Could Not Assess)	6	2	1	2	11
Total	1,149	1,125	1,031	1,169	4,474

The above refers to matters noted during the assessment of Vehicle Inspector (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, test accuracy for 2024 was 99.18%.

Note that in relation to the 62 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.
- Contractor senior management.

Examples of the unacceptable matters highlighted in 2024 included incorrect assessments of:

- Wheel nuts missing.
- Broken coil springs.
- Presence of corrosion.
- Tyres – cords being visible, bulge on tyre, tyres being different sizes, tyres being fitted in the wrong direction.
- Insecure battery.
- Lights not working.
- Damaged ball joint dust covers.

Independent check tests

In addition to the 4,474 vehicles audited by the TISP in 2024, the TISP also conducted independent checks on 3,065 vehicles. Therefore, a total of 7,539 vehicles were audited in 2024.

Test accuracy

The NCTS Project Agreement sets out a minimum score of 98.5% for test accuracy which the Contractor must achieve throughout the period of the contract.

During observed and independent tests conducted in 2024, 62 pass /fail decisions were overturned as a result of failure items having been omitted or included in error. All of these 62 instances were associated with a reduced score attributed to the VI. These 62 instances were included in the test accuracy calculation for 2024 as set out hereunder:

Table 3.3: 2024 Test accuracy calculation

Description	No.
Total vehicles audited (observed inspections + Independent checks)	7,539
No. instances where test outcome was impacted and VI score was reduced	62
Test accuracy (%)	99.18

NCTS test accuracy results in the period 2019 – 2024 are set out in **Table 3.4** hereunder:

Table 3.4: Average test accuracy 2018 – 2024

Year	2019	2020	2021	2022	2023	2024
Test accuracy (%)	99.25	99.42	99.25	99.34	99.11	99.18

4. Customer satisfaction

In 2021 the methodology to capture customer satisfaction with the NCTS was updated to reflect the new NCTS Project Agreement. Details of this updated methodology are set out below. The 2024 survey was based on a total of 1,212 telephone interviews (1,012 customer satisfaction calls and 200 mystery shopping calls) with members of the general public throughout the Republic of Ireland who had their vehicle tested by the NCTS during the calendar year.

Feedback received is collated and based on pre-agreed weightings, used to determine the Customer Performance Index (CPI). In 2024 the Contractor achieved a CPI of 86.55. This is an increase of 1.89 (2.21%) on the 85.83 achieved in 2023. It should be noted that owing to the changes in how the CPI were calculated from Q1 2021 onwards, the outcome for 2024 is not directly comparable with the CPI reported in Service Periods before Q1 2021. Therefore, CPI outcomes in these Service Periods have not been set out in this report.

Methodology & approach

The objective of this research is to continue to develop an understanding of how well the NCTS network of test centres is performing in the minds of its customers. To this end, the SSC team conducted quarterly NCTS customer satisfaction and mystery shopping surveys on behalf of the RSA throughout each quarter in 2024.

The customer satisfaction exercise conducted is made up of two components:

- ✓ A mystery shopping exercise (forming 10% of the calculation of the CPI); and
- ✓ A customer satisfaction survey (forming 90% of the calculation of the CPI).

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 2024 survey was conducted on a quarterly basis with members of the general public who had their vehicle tested in that quarter. Feedback was collated by conducting post-test telephone interviews with customers. 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 five distinct areas (aspects), each of which is assigned an agreed weighting, which feeds into the overall CPI. The areas assessed are:

- Booking experience
- Waiting experience
- Check-in experience
- Test experience
- Facilities experience.

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.

Outcome

This year's CPI score of 86.55 shows a high level of satisfaction with NCTS procedures and staff, with the CPI score in excess of the 83.00 service level.

2024 Customer Performance Index

The CPI for 2024 was a score of 86.55. This reflects a high underlying level of satisfaction amongst all 12 individual aspects of service measured as part of the customer satisfaction survey.

Table 4.1: Hereunder provides an analysis of the CPI performance achieved in 2024:

Table 4.1: CPI performance 2024

Aspect	Question	Customer Satisfaction				Mystery Shopping				Index
		Customer Satisfaction Outcome	Customer Satisfaction Average	Customer Satisfaction Weighting	Customer Satisfaction Outcome	Mystery Shopping Outcome	Mystery Shopping Average	Mystery Shopping Weighting	Mystery Shopping Outcome	
Booking experience	The convenience of making and confirming my booking	82.71	87.00	25.90	22.53	81.12	87.08	2.90	2.53	25.06
	My experience in using the NCT website and /or call centre	88.81				89.15				
	The information I received when making my NCT booking (including resolving any queries that I may have had)	90.10				90.65				
	The convenience of the NCT location that I attended	86.39				87.40				
Waiting experience	The NCT test time and date that I was allocated	84.14	86.30	27.00	23.30	85.24	87.38	3.00	2.62	25.92
	Waiting time at the NCT centre on the day of my test	88.46				89.53				
Check-in experience	Check in process at the NCT Centre	88.26	88.71	13.00	11.53	89.21	88.71	1.40	1.24	12.77
	The helpfulness of the staff on reception at the test centre	89.16				88.21				
Test experience	The attitude of the member of staff who carried out the test	89.33	85.90	15.10	12.97	87.06	84.02	1.70	1.43	14.40
	The testers' ability to help you understand the test report	82.47				80.97				
Facilities experience	The cleanliness and comfort of the reception and waiting areas in the NCT centre	82.49	84.24	9.00	7.58	81.37	81.67	1.00	0.82	8.40
	The cleanliness and comfort of the bathroom facilities in the NCT centre	86.00				81.97				
				90.00	77.92			10.00	8.63	86.55

5. Complaints & appeals

Customer Complaints

The NCTS Project Agreement requires the Contractor to use all reasonable endeavours to ensure that customer complaints as a percentage of National Car Tests conducted shall not exceed 0.1%.

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.

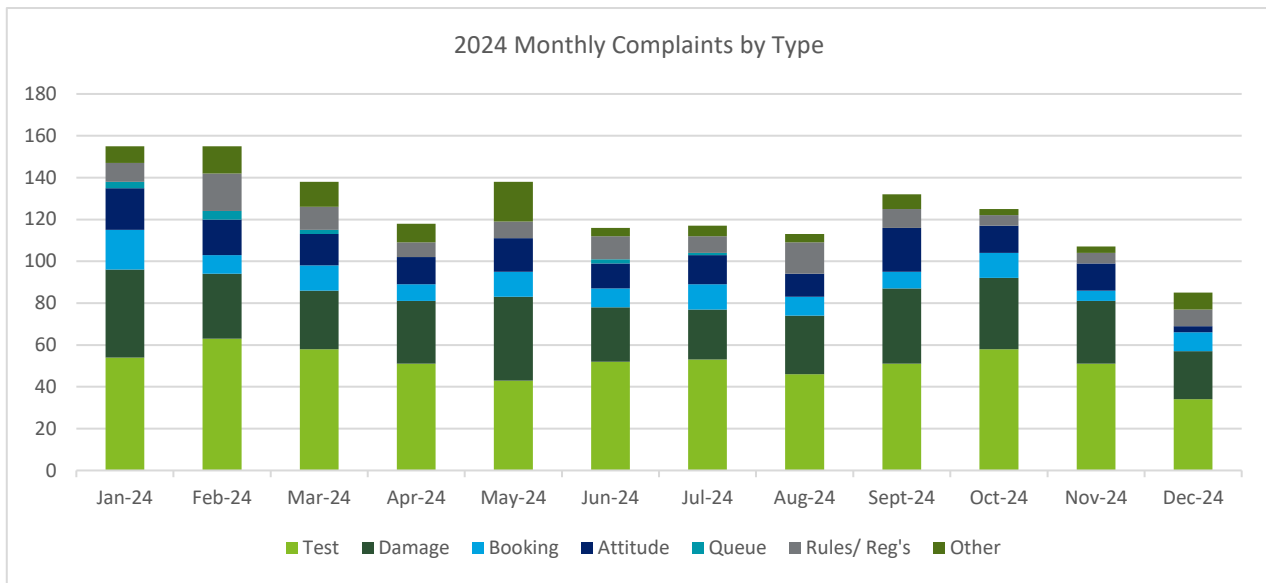
In 2024, the Contractor received 1,499 complaints. This represents a decrease of 498 complaints (24.94%) from the 1,997 complaints received in 2023. The total number of complaints as a percentage of total tests taken was 0.06%. This is a decrease of 0.02% from the 2023 result (0.08%) and for the year overall is below the target set of 0.10%.

Table 5.1 Year 2024 Customer Complaints (by category)

Complaint category	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Total
Test (conduct of test/results)	175	146	150	143	614
Damage (or loss to property)	101	96	88	87	372
Bookings (& call centre)	40	29	29	26	124
Attitude (of staff)	52	41	46	29	168
Queue (delays at test centre)	9	2	1	0	12
Rules/Regulations	38	26	32	18	114
Other	33	32	16	14	95
Total	448	372	362	317	1,499
Number of vehicle tests performed	694,158	664,612	631,962	599,404	2,590,136
As a % all tests conducted	0.06%	0.06%	0.06%	0.05%	0.06%

A breakdown of the number and category of complaints received in 2024, by month, is set out below.

Figure 5.1: 2024 complaints by category and month



Independent appeals Board

The Independent Appeals Board, overseen by the Technical Inspection Service Provider (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 14 appeals throughout 2024, of which two (2) were 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 2024, 18 employees ceased the Contractor's employment in relation to breaches of policies and procedures.

6. Performance management

Service Level Performance

A new NCTS contract came into effect on the 27 June 2020 and 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 Q1 2024 – Q4 2024

Table 6.1 NCT Achievement against Service Levels Q1 2024 – Q4 2024

Ref.	Sub Ref.	Service Level	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Comment
1	Notifying Owners of the requirement to have their vehicle tested	90% 20 – 60 working days before the due date of the test.	69.52%	57.37%	59.98%	52.08%	N/A
		99% 5 working days before the due date of the test.	72.81%	73.69%	97.46%	99.48%	
	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.	Achieved	Achieved	Achieved	Achieved	
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	17.52 days	15.74 days	14.91 days	11.75	N/A
	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	44 test centres	30 test centres	30 test centres	9 test centres	N/A
3	Test accuracy	> 98.5% of test outcomes to be confirmed on check testing	99.26%	99.32%	98.88%	99.17%	N/A
4	Telephone response times	> 90% of telephone calls answered within fifteen (15) seconds.	94.20%	93.90%	93.57%	92.77%	N/A
5	Customer Satisfaction rating	A score which is 83% or more achieved for customer satisfaction, as calculated using the Composite Customer Performance Index	87.62%	88.27%	88.70%	89.73%	N/A
6	Operational audit	90% or more achieved in that part of the Operational Audit relating to the Operations and Customer Service.	97.46%	98.63%	97.47%	98.94%	N/A
		90% or more achieved in that part of the Operational Audit relating to Facilities.	95.09%	91.33%	93.80%	94.94%	N/A
		90% or more achieved in that part of the Operational Audit relating to the Testing Arrangements.	96.43%	96.95%	97.08%	96.64%	N/A
		90% or more achieved in that part of the Operational Audit relating to the IT Systems and Controls.	100.00%	100.00%	100.00%	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
8	NCTS compliance	A. ≥50% of NCTS Vehicles have undertaken their National Car Test on or before the end of the Contract Month in which the Test Due Dates of such NCTS Vehicles fall	43.69%	55.10%	50.85%	55.47%	See additional commentary below
		B. ≥ 80% of NCTS Vehicles have undertaken 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	72.49%	80.09%	80.78%	82.07%	

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

Agreed changes to Service Level 8 (NCTS Compliance)

In 2024 the Authority agreed to amend the metrics by which Service Level 8 (NCTS Compliance) is measured as set out below with the Service Level increasing across the remainder of the NCTS Project Agreement.

Original Service Level	2024 Service Level	2025 – 2026 Service Level	2027 onwards Service Level
≥60% of NCTS Vehicles have undertaken their National Car Test on or before the end of the Contract Month in which the Test Due Dates of such NCTS Vehicles fall	≥50% of NCTS Vehicles have undertaken their National Car Test on or before the end of the Contract Month in which the Test Due Dates of such NCTS Vehicles fall	≥60% of NCTS Vehicles have undertaken their National Car Test on or before the end of the Contract Month in which the Test Due Dates of such NCTS Vehicles fall	≥65% of NCTS Vehicles have undertaken their National Car Test on or before the end of the Contract Month in which the Test Due Dates of such NCTS Vehicles fall
≥90% of NCTS Vehicles have undertaken 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	≥ 80% of NCTS Vehicles have undertaken 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	≥ 90% of NCTS Vehicles have undertaken 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	≥ 92% of NCTS Vehicles have undertaken 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

As shown in the Table above:

- The contractor failed to meet the performance standard for multiple Service Levels in 2024.
- The test accuracy standard, at 99.18% for the year as a whole, exceeded the target.
- The Customer Performance Index (CPI) for 2024 was 86.55, above the target of 83.
- Operational audit performance for 2024 was above the target of 90%.

Service credits

In 2024 and as set out in Table 6.1 the Contractor failed to meet some service levels and as a result, incurred Service Credits as set out below.

Description	Total
Service credits applied	€650,591.66
Comment	Service credits applied for non-achievements of Service Levels

7. Financial matters

The Contractors profit & loss account for 2024 is summarised below in **Table 7.1**. These amounts have been extracted from:

1. Audited AISIL financial statements for the year-ended 31 December 2024.
2. Audited AISIL financial statements for the year-ended 31 December 2023.

Table 7.1: Contractor 2024 Profit & Loss Statement

	2023 €	2024 €	Increase /(Decrease) €
Turnover	90,979,576	103,223,385	12,243,809
Cost of Sales	(75,810,335)	(78,874,265)	3,063,930
Gross profit	15,169,241	24,349,120	9,179,879
Administrative expenses	(14,494,843)	(18,180,822)	3,685,979
Net unrealised foreign exchange gain /loss realised	(2,758)	(2,493)	(265)
Net unrealised foreign exchange gain /loss un-realised	182	(522)	704
Operating profit	671,822	6,165,283	5,493,461
Finance income	932,044	960,839	28,795
Finance Costs	(573,932)	(532,459)	(41,473)
Profit/(loss) before taxation	1,029,934	6,593,663	5,563,729
Taxation	(191,029)	(1,171,414)	980,385
Profit/(loss) after taxation	838,905	5,422,249	4,583,344
Other comprehensive income	-	-	-
Comprehensive income /(loss) for the financial year	838,905	5,422,249	4,583,344

Comments

Total turnover for 2024 was €103,223,385– this is an increase of €12,243,809 on the €90,979,576 recorded in 2023.

A comprehensive profit of €5,422,249 was recorded in 2024 – this is an increase of €4,583,344 on the €838,905 recorded in 2023.

The Contractors balance sheet as at 31 December 2024 is summarised below in **Table 7.2**. These amounts have been extracted from audited Contractors financial statements for the year-ended 31 December 2024.

Table 7.3: Contractor Balance sheet as at 31 December 2024

	2023 €	2024 €	Increase /(decrease) €	Increase /(decrease) %
Non-Current assets				
Property, plant, and equipment	11,654,198	11,369,267	(284,931)	(2.44%)
Intangible assets	1,439,485	1,185,273	(254,212)	(17.66%)
Right of Use Assets	18,023,670	15,751,212	(2,272,458)	(12.61%)
Deferred tax asset	-	-	-	-
Total non-current assets	31,117,353	28,305,752	(2,811,601)	(9.04%)
Current Assets				
Trade and other receivables	19,578,125	19,399,061	(179,064)	(0.91%)
Cash and cash equivalents	1,027,872	2,229,500	1,201,628	116.90%
Total current assets	20,605,997	21,628,561	1,022,564	4.96%
Total Assets	51,723,350	49,934,313	(1,789,037)	(3.46%)
Equity				
Called up share capital presented as equity	3,000,000	3,000,000	-	-
Retained earnings	2,185,587	7,836	(2,177,751)	(99.64%)
Other reserve	9,101	2,545	(6,556)	(72.04%)
Total Equity	5,194,688	3,010,381	(2,184,307)	(42.05%)
Non-Current Liabilities	15,863,440	13,575,267	(2,288,173)	(14.42%)
Current Liabilities				
Trade and other payables	27,574,134	30,148,486	2,574,352	9.34%
Lease Liabilities	3,091,088	3,200,179	109,091	3.53%
Total Current Liabilities	30,665,222	33,348,665	2,683,443	8.75%
Total Liabilities	46,528,662	46,923,932	395,270	0.85%
Total Equity and Liabilities	51,723,350	49,934,313	(1,789,037)	(3.46%)

Comments

Total assets decreased by **€1,789,037** (3.46 %) in the year to 31 December 2024. This is mainly made up of an increase of €2,272,458 (12.61%) in right of use assets.

Total liabilities increased by **€395,270** (0.85%) in the year to 31 December 2024.

Appendix 1 – NCTS Service Levels

The below Service Levels are set out in Schedule 22 of the 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.
			99% 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, ≥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, ≥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	≥50% of NCTS Vehicles have undertaken their National Car Test on or before the end of the Contract Month in which the Test Due Dates of such NCTS Vehicles fall.	< 38% 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.
			≥ 80% of NCTS Vehicles have undertaken 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.	< 68% 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.