12 February 2014

Mr., Eoghan Murphy T.D.
Dáil Éireann,
Leinster House,
Kildare Street,
Dublin 2,

RE: Parliamentary Question No 754 in relation to National Driver Licence centres in Dublin

Dear Deputy Murphy,

I write further to your Dáil Question to the Minister for Transport, Tourism and Sport in relation to the National Driver Licence Service centres in Dublin.

The National Driver Licence Service is a contracted service delivered on behalf of the RSA. In setting up the service the requirement for those contracting was that a minimum of one NDLS Office for each County with access by 95% of the population within a 50 km radius. This is in line with the access levels for other services such as the NCT and Driver Theory Test. The successful contractor presented a proposal to meet this target throughout the country and the locations for Dublin are in Leopardstown Shopping Centre, Citywest Shopping Centre and the Omni Park Shopping Centre Santry.

The RSA did raise the capacity of the Santry with the contractor and additional facilities have been provided to increase the capacity in that NDLS Centre. In relation to delays within the centres, the NDLS has rolled out an online booking system to allow applicants book an appointment within the centres. This will allow the streamlining of the application processing within each centre and ease customer delays. Once applications are passed to the processing unit the current waiting time for applications without any quality issues is two to three weeks.

I trust this information is of assistance to you and should you require any further information, please do not hesitate to contact me.

Yours sincerely,

John Caulfield,
CEO.