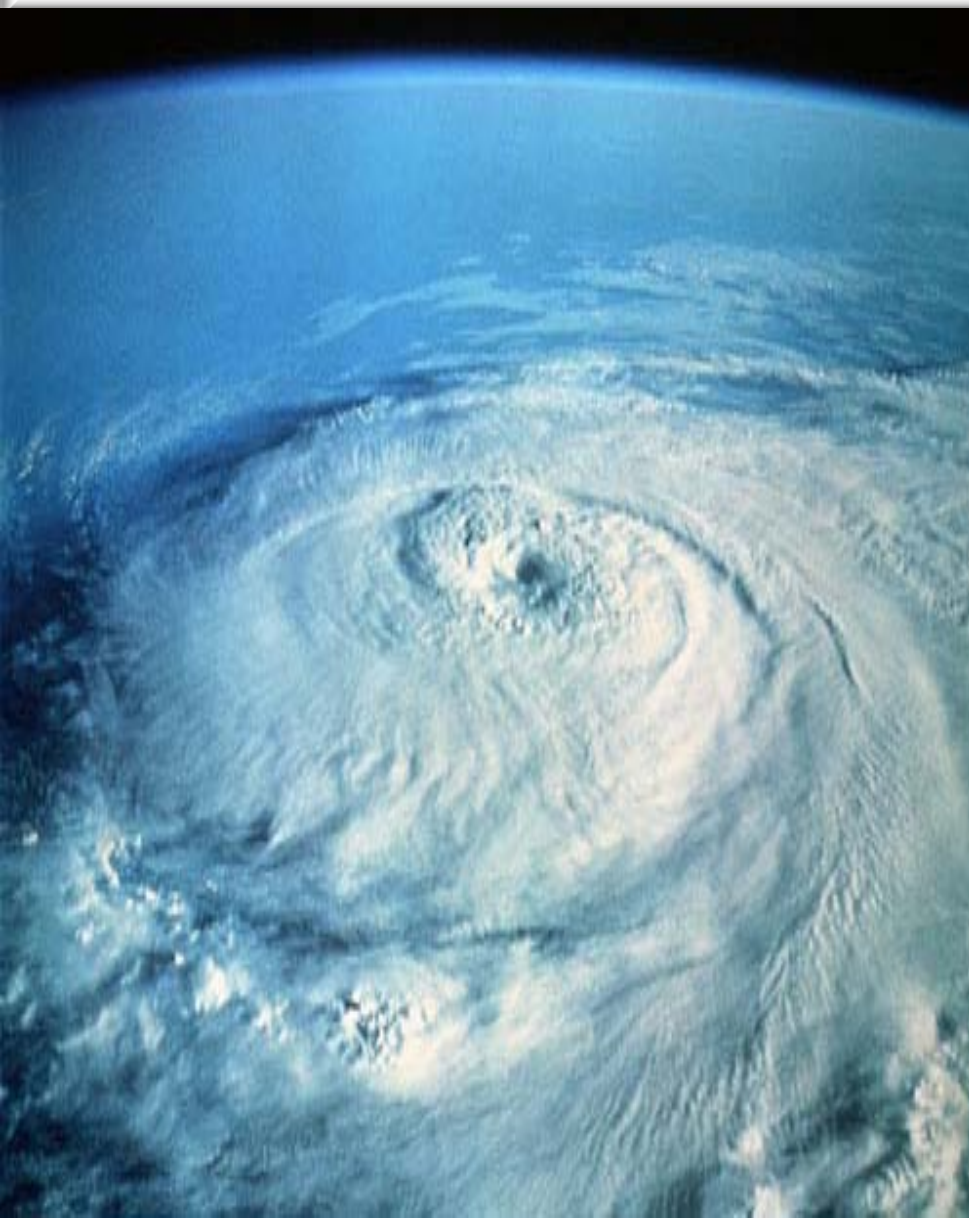




# Ontario Ministry of Transportation Alternate Service Delivery Of Driver Examination (DE) Services



## Perfect storm

- Demand doubled
- Wait times 15+ months
- Customer service levels
- Fiscal constraints
- Direction to seek private sector interest

# Business Model Principles

- Maintain road safety
- Ensure privacy and security
- Prevent fraud
- No escalation in fees
- Improve service levels

# Contract

- Exclusive rights to DE fees
- Delegate responsible for all operational aspects of DE business
- 90+ performance standards
- Delegate funds oversight activities
- Penalties for poor performance





# Oversight

- Monthly field and head office audits
- Risk-based
- Statistically valid methods used
- Over 500 audits conducted in 2012





# Governance

- Collaborative development of framework
- Aligns interests of both parties
- Executive Committee
  - Working groups
  - Workshops
- Transmit improvements at customer level quickly
- Provides forum for clarifying policies, rules, and standards





# Customer Service Results

- Decline in wait time for road tests (less than 6 weeks anywhere in Province)
- Complaint volumes decreased
- Overall customer satisfaction levels increased





# Not all roses

Issues will arise

Responsiveness and  
Collaboration = better  
customer service in future

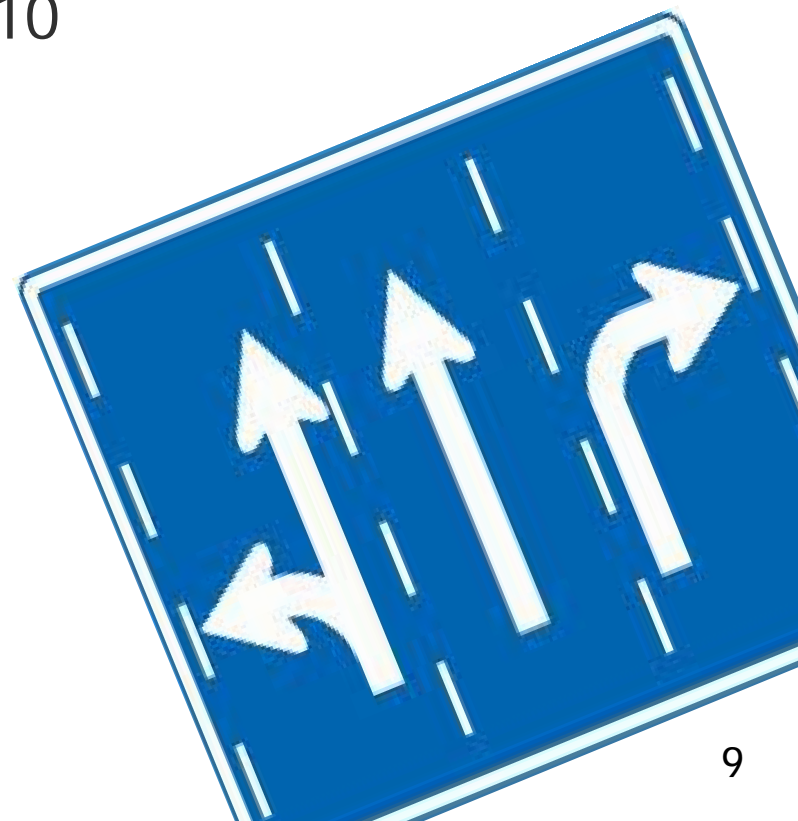






# Where do we go from here?

- Plenary Serco (PS) DES awarded 10 year contract term commencing September 1, 2013
- New financial model
- Modernized oversight
- Escalating financial penalties for non-conformances





- New Key Performance Indicators (KPI)
- Real time access to queue status information at all locations
- Real time monitoring of road tests through GPS system
- Real time monitoring by video at all locations





- Modernized road test booking system
- Use of SMS to notify customers of estimated wait times, closures, etc.
- Computerized knowledge testing
- More Saturday service offerings
- Mobile testing

