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