



18th September 2017

Motor Tax Customer Survey

Background

The report published on 27th March 2017 by the Comptroller and Auditor General recommended that the factors influencing the decision of a customer to use online or physical payment methods should be established. The Motor Tax Policy Unit, Department of Housing, Planning & Local Government developed the attached survey and circulated it to all Motor Taxation Offices. This survey was presented to our customers for ten working days, as per request from DoHPLG.

Content

From 1st to 14th September 2017 (10 working days) 5040 people presented to the Motor Tax Office, Smithfield & 1386 customers, 28% completed the survey. The table below gives a breakdown of their feedback. These surveys have been forwarded to the DHLGP who will collate the feedback nationally.

My transaction can't be completed online (e.g. supporting documentation is required, am applying for a refund etc.).	I prefer to pay in cash or by cheque.	I want immediate possession of the tax disc.	I'm not good with computers.	I don't have internet access.	I have a poor internet connection.	I like the personal service at the counter. Other (please specify reason)	Other
271	278	300	105	44	25	251	112
20%	20%	22%	8%	3%	1%	18%	8%

Observations

The survey asked the customer specific questions around their visit to the Motor Taxation Office. The survey was voluntary and staff encouraged customers to complete the survey. It should be noted that the survey does not reflect the type of customer transaction, whether the disc was quarterly/bi-annual/yearly and has the customer ever used the Motor Tax Online system in the past.

Some of the additional comments customers documented on the survey are detailed below.

- Customer is able to tax for the previous month within the first 7 days of the current month without being liable for one month's arrears. This function is not available online.
- Customer encountered issues with Motor Tax Online system.
- Customer carrying out tax application on behalf of another person.
- Customer did not receive reminder in the post from Motor Tax Online system.
- Customer did transaction online originally but the disc never arrived in the post.

Fintan Moran

Head of Management Accounting