

Despatch

Winter 2004

The DSA Magazine for Trainers of
Learner Drivers / Riders



Inside this issue...

Brian Campbell picks up award
Changing driving test fees
Midlands Motorway moves on

An executive agency of the
Department for
Transport

DSA
DRIVING STANDARDS AGENCY
SAFE DRIVING FOR LIFE



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Safe Driving for Life booklets

With this copy of *Despatch* you will find enclosed a revised edition of our *Safe Driving for Life* booklet. It has been updated to include further information about the hazard perception part of the theory test and details of the show me, tell me part of the practical driving test.

The booklet has been reviewed by the Plain English Campaign which made some useful suggestions to simplify the content and improve the layout. The booklet continues to bear a crystal mark for clarity.

Copies of the leaflet will shortly be available from all test centres and will be available on our website. The booklet will soon be available in Welsh from all test centres in Wales and this will also be published on our website.

Helen Holland
Customer Service
Team Leader



Public Holidays 2004/5

- 24 December 04** All offices closed
(England and Wales)
- 27/28 Dec 04** Christmas Holiday
(all offices closed)
- 3 January 2005** New Years Day (all offices closed)
- 4 January 2005** Public Holiday in Scotland
(all offices in Scotland closed)

Jim Sweeney
Central Operations Branch
0115 901 2552

Management and staff at the Driving Standards Agency would like to wish *Despatch* readers a **happy Christmas and a prosperous New Year.**



Despatch is published quarterly by the Driving Standards Agency.

Our Agency conducts Britain's driving tests for cars, motorcycles, lorries and buses, including the theory tests and also maintains the Register of Approved Driving Instructors, the voluntary register of lorry driving instructors and oversees motorcycle Compulsory Basic Training.

DSA is an executive agency of the Department for Transport.

The views expressed in the magazine are attributable only to their authors. Inclusion in *Despatch* does not necessarily indicate DSA endorsement. Information is freely available for use in journalism and research.

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Changing driving test fees

Fees for practical driving tests increased for test bookings taken from 8 December. We consulted with organisations within the driving instructor industry and others in June about the proposals. The changes are as follows:

Practical Tests (other than extended tests):

Conducted during normal hours:

	Previous Fee	New Fee
Car	£39.00	£42.00
Motorcycle	£48.00	£51.00
Lorry and Bus	£76.00	£80.00
For driving instructors (Parts 2 and 3)	£62.00	£70.00

Conducted out of hours:

	Previous Fee	New Fee
Car	£48.00	£51.00
Motorcycle	£57.00	£60.00
Lorry and Bus	£94.00	£98.00

Extended Tests:

Conducted during normal hours:

	Previous Fee	New Fee
Car	£78.00	£84.00
Motorcycle	£96.00	£102.00

Conducted out of hours:

	Previous Fee	New Fee
Car	£96.00	£102.00
Motorcycle	£114.00	£120.00

Practical car and motorcycle tests conducted before 08:30 are now counted as having taken place during normal hours and attract the appropriate fee. There has been no increase on fees normally charged for theory tests or motorcycle Compulsory Basic Training certificates.

The increase in test fees will partly finance the first stage of a three year programme to provide a test centre network that can deliver the new practical motorcycling test which must be implemented by 2008, as well as normal inflation in operating costs.

We also consulted on the possibility of charging a premium fee for practical tests for lorry and bus drivers conducted on Fridays. There is a peak demand for such tests on Fridays and Saturdays. We currently charge a premium fee for Saturday tests but not Friday tests, with the effect that there is often a shortage of Friday appointments. However, following public consultation ministers have decided not to introduce such a premium fee at the present time.

Fees were last increased in November 2002 for car and motorcycle practical tests, in August 2001 for lorry and bus practical tests and in April 1997 for driving instructor practical tests.

A copy of the response to consultation letter can be found on our website at www.dsa.gov.uk or from our Policy Branch on **0115 901 5918**.



Transport Minister Alistair Darling pictured left, at the Coach and Bus Show in November at the National Exhibition Centre, Birmingham. He visited the Driver and Vehicle Operator (DVO) stand and is pictured speaking to Colin Thornicroft, our Driver Quality Monitoring manager, (second left) John West, from the Vehicle and Operator Services Agency and our Assistant Chief Driving Examiner Bob Millard.

Hackney Carriage/Private Hire Assessments

Many ADIs are becoming increasingly involved in providing training to potential taxi drivers who will have to sit our hackney carriage and private hire assessments carried out on behalf of some authorities in England and Wales.

Our website provides clear guidance on these assessments. However, it appears that the site omits to state the number of driving faults which would result in the assessment being marked as a fail. To clarify, on a taxi assessment, 10 or more driving faults will result in a fail, i.e. 9 or less to pass.

Brian gets award for Pass Plus promotion

Driving instructor Brian Campbell, of Dingwall, Scotland, has received the Pass Plus Marketing Award for his promotion of the scheme.

Aged 49, Brian has been self-employed in the Highlands of Scotland for the last 20 years. He began taking his pupils through Pass Plus when the scheme was launched in 1996 and has taught almost 100 new drivers. He is the first winner from Scotland of the marketing award and lives 14 miles north of Inverness. He is also the chairman of the Ross-Shire Driving Instructors Association.



"I think Pass Plus is a good scheme and it has certainly taken pupils on to the next stage of driving and moved them up a gear in their training. This makes them safer drivers. I took one pupil out onto the A9, where there is often a heavy police presence to catch speeders, as the road is notorious. My pupil experienced going through hand-held speed traps and on the way back a large stag ran out in front of the car. So she had the fast road scenario as well as a rural problem. She was delighted with the course and sent two of her friends to me so that they could take the scheme."

"Some of the discounts are extremely good, and Pass Plus certificate holders can get almost 50% off some insurance premiums. They can save between £600 and £700, depending on the car. It is definitely worth promoting."

Brian has three sons and the oldest boys, Gary and Mark, have both done Pass Plus. Brian gives all his new pupils details of Pass Plus in his welcome pack, as well as loaning out the new Pass Plus video and DVD. He advertises in two local papers that go to every household in the area and his car has four magnetic Pass Plus signs. Pass Plus letters are given to every student who passes the practical test, informing them of insurance discounts. And Brian is also involved with a project with Highland Council, Police and the Highland Wellbeing Alliance to train 72 people in Pass Plus.

He wins a two night stay for two people at a De Vere Hotel of his choice.



Bike examiners Nick Southhall and Paul Collis pictured at the International Motorcycle and Scooter Show at the NEC in Birmingham in November.

Driving the demand for car tests



Brian Gilhooley

It is quite clear, and fully understandable that one of the biggest issues raised by candidates and driving instructors is the waiting time for a car test appointment. We fully recognise this and are putting the maximum effort into achieving an average wait of six weeks. Our Business Plan for 2004/05 contains the programme for delivering this and states that we will achieve the national average by January 2005.

It is obvious that if we are to achieve targets we must clearly understand what is driving the demand for tests, and the likely future demand. Together with that we must ensure we have in place the resources to maximise the throughput of tests. There are, of course, issues that affect the level of demand and we are seeking to address these. One example is the current low pass rate of 43%, which leads to repeat applications. As you will be aware, we are bringing this to the attention of customers in a leaflet indicating the 10 main reasons why so many are unsuccessful at the test and advising them of the need to take sufficient professional tuition & practice, and be prepared.

Backlog

In October I looked at the backlog and tracked applications across the last two years. I found out of 310,468 applications, 108,000 were on their second or third tests, 37,310 were on their fourth to ninth attempt and 73 on their fifteenth or more attempt.

There is one customer with 28 attempts in two years. There is, in fact, only 171,000 who are taking their test for the first time. Clearly, the low pass rate which generates this repeat demand contributes to high waiting times.

Within our backlog we have identified bookings for test candidates who already have a full licence for that category of test.

Further investigation has shown that a number of ADIs have been booking tests using full driving licence holder details and merely swapping or rolling the test backwards to ensure they always have a date on the system some reasonable time into the future. This is clearly unacceptable as it raises issues around abuse of the booking system and inappropriate use of personal data of individuals. We have taken measures to deal with this and have refunded a significant number of fees and cancelled the tests for these full licence holders. We are continuing to monitor and take action where we identify abuses of the booking system and the misuse of personal data.

Put back

It is also interesting, looking at the data, to find that there are 64,000 tests booked on our system for customers who have put their test back more than three times during the life of the current application. This, in effect, means that despite waiting times being high these customers have found it necessary to put their test back, we assume, because they were not yet ready to take it. In waiting time terms 64,000 tests equates to 2 weeks of the waiting time.

Our analysis of when customers are coming forward tells us that they are doing so much sooner after passing the Theory Test than they did previously. This may, of course, be in part due to their belief that as waiting times are high they should apply as soon as possible for a date and then conduct their practical test training with that date in mind. This, of course, does not explain why 64,000 would find it necessary to put their test back on more than three occasions.

We have, over the last two years, considerably increased our recruitment of examiners. Since April this year we have added 170 new examiners to our examiner resource and currently have a further 100 in training or about to start training.

We have introduced a number of measures designed to increase throughput such as Sunday testing, a 7.30 am test and testing by our supervising examiners. All in all, to date, these measures have generated an additional throughput of tests of 52,500 above our original Business Plan.

How are we doing? Well, while waiting times remain high, they are nonetheless below the level for this stage of the year against our Business Plan. We will continue to push this forward with our overriding aim to achieve this target by January 2005.

Target

We are continuing to reduce waiting times and will not relax our effort until we are in a position to achieve or better our national target. There will remain the issue around some test centres which are above the national average but we will be attempting to balance this by redeploying the resource from those centres below six weeks to bring the overall service to customers within acceptable levels.

By Brian Gilhooley
Operations Director

Update on the theory test

For the Theory Test Unit, the last nine months have been a mixture of excitement, stress, and change as staff worked to manage in the new theory test provider, Pearson, and manage out the old. The aim was to have a seamless transition....

It was a mammoth task for Pearson – and a huge achievement for them to put in place a network of over 150 theory test centres throughout England, Scotland, Wales and Northern Ireland – all of which have to be DDA (Disability Discrimination Act) compliant, as well as setting up for testing 128 in-house theory test centres and 10 Ministry of Defence sites.

In addition, they had to set up and resource a new call centre at Salford Quays, Manchester, which also houses their administrative HQ for our business, as well as publishing all our tests on their Pearson VUE test delivery system. The project to deliver all of this was completed on time with the first tests being delivered on 6 September. By the beginning of November we had delivered around 200,000 theory tests to candidates through Pearson in the new centres.

Inevitably there were some teething problems, especially in the call centre – but on days when it was difficult to get through to book a test using the phone lines, more candidates used the Internet service.

An exciting innovation by Pearson is the introduction of a mobile testing facility – two coaches specially fitted out as mobile test centres with 12 workstations in each. These coaches, which are also DDA compliant – and are a first in taking testing services to the candidates - travel between locations in the North West of Scotland and some of the Western Islands delivering the full range of theory tests to people living in those communities.

"It has not been a particularly easy passage from one contractor to another. We have faced some real challenges, all of which seemed to come together at once, and some of which lay outside of our direct control." said Jill Lewis, DSA's Head of Theory Testing.

"However our implementation teams worked closely with their Pearson equivalents, and together we resolved the difficulties. We are now in smooth waters and the theory test service has returned to its normal level. DSA and Pearson have learned all sorts of lessons from working closely together through some difficult days. It has been a strengthening experience for all concerned. The implementation was a real achievement for us all, especially given the huge amount of work done in the short timeframe."

By David Shepherd
Theory Test Unit



DVO Learner Drivers Survey - results

During the summer, Market and Opinion Research International (MORI) carried out a survey of learner car drivers and motorcycle riders on behalf of the Driver, Vehicle and Operator (DVO) Group, of which DSA is a member. The main objective of the survey was to measure satisfaction with DVO Group service contact points, including applying for licences and booking and taking theory and practical driving tests. MORI conducted telephone interviews with a representative sample of 1,000 respondents who had applied for a provisional licence within the last 12 months. This is a summary of some of the key findings.

On the whole, learner drivers and motorcyclists are positive about the service they receive from everyone they deal with while learning to drive or ride a motorcycle, with 93% of respondents being fairly or very satisfied. Satisfaction with the quality of service received when booking driving lessons or CBT courses is high, at 86% and 90% respectively. Almost nine in ten learner drivers are mainly taught by an ADI, and these customers are more likely to be satisfied with the quality of service they receive from everyone they deal with while learning to drive. The majority of learner drivers are interested in the Pass Plus scheme (78%, including 40% very interested) and there is a high awareness and understanding of the probationary period for newly qualified drivers.

Satisfaction with DVO Group interactions, such as applying for a provisional licence, booking and taking tests and applying for a full licence is high – 87% of respondents are satisfied with the quality of service received when applying for their provisional licence and 91% of respondents find it easy to obtain useful information about learning to drive or ride a motorcycle, with agency websites and the internet being the most important sources of information. A total of 68% of respondents are aware of the facility to practice the multiple choice part of the theory test online through our website and of those who use this facility, 98% find it helpful. In addition, of those who receive and use the free information CD-ROM that we send out with the theory test appointment letter, 96% find it helpful (including 69% very helpful).

The key finding for DSA is the growing awareness and usage of the internet for services, as well as for providing information. The internet is now the main method by which learners book their own theory test (53%), with 44% booking their practical test online. The increase in usage of our online services has had a positive impact on satisfaction with test booking overall, where satisfaction with theory test booking has increased from 71% in 2003 to 82% in 2004, and satisfaction with booking the practical test rising from 51% to 71%. We will continue to promote awareness of our online booking services to increase take-up.

ADI Assessment Update

Plans to have the ADI Assessment available from January 2005 are well in hand.

By now, everyone who is required to take the assessment should have received a letter setting out details of the booking and other arrangements. At the time of writing, we are planning to take bookings from mid December, with tests available from 5 January 2005, the first full working day in Great Britain after the Christmas and New Year break. The assessment has to be passed by 31 December 2006. As previously announced the first appointment will be free. Any subsequent appointments will cost £20.50.

If you think that you are required to take the assessment but have not heard from us by 31 December this year, please contact Tim Barnatt at Stanley House either by letter, by email (tim.barnatt@dsa.gsi.gov.uk) or by phone (0115 901 2624). If you have already passed HPT at the required standard (a pass at 57 marks or more) in qualifying for the LGV voluntary register, as part of a driving licence acquisition test or while taking the driving examiner recruitment assessment, then you will not be required to take this further assessment. Again, contact Tim for further details.

Everyone who has passed HPT at the appropriate standard will receive a certificate and sticker for display on their ADI licence. If you have already passed as part of the ADI qualifying examinations, the certificate and sticker should be despatched to you in early January.

By Bob Jarvis
Registrar

Simulators give flying start for truckers

Truck drivers may be trained in the future using simulators in the same way that airline pilots learn to fly.

We have joined forces with TRL (Transport Research Laboratory) to work together in the field of truck simulation training.

TRL already operates the UK's first top-of-the-range simulator, TRUCKSIM, which uses a real truck cabin mounted on a motion platform and surrounded by high quality visual screens. It can replicate real life driving characteristics with different load types and configurations, whilst demonstrating driving techniques, highlighting hazards and raising awareness of road safety.

The system can also simulate different driving conditions such as driving in bad weather, on snow and ice, and react as a real lorry would when manoeuvring in those conditions. It can also be used to prepare younger drivers

to gain essential experience before they take trucks out on the roads.

Chief Executive Gary Austin said: "This is an exciting time and we are looking ahead to see how we can use new technology to produce safer drivers. We are pleased to be working in partnership with TRL and hope that the work will encourage more people to join the truck driving profession."

Dr Sue Sharland, Chief Executive of TRL, said: "We are delighted to have been given this opportunity to work with the Driving Standards Agency to further the field of simulation training for professional drivers."

Commenting on the partnership, Jason Vallint, TRL's Head of Logistics said "We believe that DSA involvement is fundamental to ensure an appropriate synthetic training infrastructure is generated for the UK. It will be essential for simulation training tools to be developed, such as TRUCKSIM, in order that these systems can meet the future training needs of the industry".

New money-saving DSA products

In the last issue of *Despatch* we explained about the re-branding of DSA products, giving advance notification of the new *Learning to Drive* DVD and book. These were published at the end of October. Since then we have brought out a couple of packs with money saving offers for learners. *The Complete Official Learner Pack* is a pack with three electronic products for those who prefer to learn in this way – it includes *The Official Theory Test for Car Drivers* CD ROM, *The Official Guide to Hazard Perception* DVD and the *Learning to Drive* DVD. This covers all aspects of learning to drive in an electronic format - the multiple choice theory test questions, the training material for the hazard perception part of the theory test and the DVD explaining about the modules of the Driver's Record and what to expect on the practical test.

There is also *The Official Learning to Drive Pack* which includes the *Learning to Drive* book and DVD and the *Helping Learners to Practise* DVD, again at a great saving compared to buying each one individually.

You will also be seeing new covers for the *Theory Test for Drivers of Large Vehicles*, the cover has been updated to bring it into line with the other theory test books but the questions are unchanged.

Early in 2005 there will be a new edition of *Driving – the essential skills*, this will have a new cover with the new brand image and a considerable amount of additional information especially about driving and environmental issues, eco-safe driving – safe driving for economy, and how to help to alleviate congestion.

This will be followed by completely updated motorcycle books, again with the covers in the new brand image and with new photography to illustrate the information in the text.

Check dsa.gov.uk to find out about the most up-to-date position on all DSA products.

You can order all these training materials online from dsa.gov.uk or by mail order from 0870 241 4523. They are also available from bookshops and electronic retailers along with similar products from other publishers.



Arrive Alive Update

In the Autumn 02 issue of Despatch, we were very pleased to tell you that the Arrive Alive Road Safety Programme had won the prestigious Prince Michael International Road Safety Award. Spurred on by this accolade, the Arrive Alive team has, in the intervening years, been working hard to build on this achievement.

The demanding targets in the Minister's Road Safety Strategy, (Tomorrow's Roads- Safer for Everyone) require the agency to contribute to a 40% reduction in the number of people killed or seriously injured in road accidents. You won't be surprised to read that the Arrive Alive Road Safety Programme is therefore a key target for us.

We have a commitment to deliver 6,000 road safety presentations to those most at risk – young new drivers and potential drivers aged 16-19.

Despite huge demand for our core activity of driver testing, presenters are achieving excellent results out in the field. The drive and commitment of this team is readily evident in the amount of effort each puts into supporting and pushing forward the programme. In the current financial year we are achieving a good take up for the programme and are on course to smash last year's totals.

After many years of commitment & heading up the initiative, Kathy Martin (Assistant Chief Driving Examiner), was honoured in the 2004 New Year's Honour's list and received the OBE for services to Road Safety.

Events such as 'Megadrive' in Cleveland and 'Wisedrive' in Durham, have received much acclaim, both for content and the professionalism of the presenters.

Imaginative presenters are using their skills to locate the less obvious groups in their areas. These range from Barnardo's (young mother's educational units), where vulnerable young mothers complete their formal

education, to The Duke of Edinburgh award scheme.

Newcomers to the initiative are the Fire & Rescue services, local Chambers of Commerce and amongst others, the Ladies Driving Challenge at Throgmorton airfield in aid of Marie Curie Cancer Care.

Arrive Alive Classic is also making good headway, with presentation numbers well up on last year. This year's Classic (for the over fifties) totals have been healthily added to by our attending a 'Carry on Driving' day at Oadby race course, Leicester.

Possibly one of the most unusual was a presentation given to a young lady and her friends as a 17th birthday present. Wow, what a great idea!

Looking forward to the New Year, which will be with us before you know it, we are updating all of the Arrive Alive Modules to ensure they stay fresh and relevant.

Additionally we are pulling together a module aimed specifically at young scooter and bike riders. We need to ensure this vulnerable group receives the vital road safety messages already delivered to young drivers but of course, from a rider's perspective. This module will be known as 'Arrive Alive Bike'.

We also intend to launch a module specifically aimed at people with disabilities. We will cover all the issues faced by this group in relation to driving and testing. This is provisionally named 'I Can Drive Too'.

If you know of any groups who you feel would benefit from an Arrive Alive Road Safety presentation, please ring 0115 901 5885 .

If you would like to find out more about the programme, please check out the website www.arrivealive.info

By Ian Gardner-Long
Arrive Alive Road Safety Programme

Instructor Discussion Groups

In September a number of instructors and trainers agreed to participate in two discussion groups in Warwick and York. The groups were arranged by ORC International to discuss the results of the customer satisfaction surveys they conducted on our behalf earlier in the year. Local instructors and trainers were selected at random and invited to attend by researchers.

The researchers facilitated discussions with attendees about the feedback from the 2003/04 satisfaction surveys which had highlighted a need for us to improve the way we

communicate with stakeholders. Instructors were asked to comment on our proposals to improve communication and put forward their own ideas and preferences. On the whole, our proposals were welcomed and the suggestions made by attendees were constructive. In response to the survey findings we are reviewing our communication methods and will take account of the feedback from these discussions.

Many thanks to all those instructors and trainers who gave their time to attend the discussions and to those who completed a customer satisfaction survey earlier this year. The next surveys will be undertaken in January. In the meantime, I would like to send you my best wishes for Christmas and the New Year.

Sarah Maddock
Customer Service Manager (0115) 901 2541

Shaping your future...

Autumn's issue of Despatch carried an article about the Instructors Standards Project which is looking at the changing needs of the driving instructor profession. Three strands of work have been commissioned by DSA to look at different aspects of the role of the modern driving instructor.

The questionnaire enclosed with this issue of Despatch is part of the work which Red Scientific Limited (RED) is undertaking as part of their research into a set of competences for the industry.

RED is an independent research company based in Hampshire, commissioned by DSA to make recommendations for a set of competences for professional driving instructors in Great Britain.

The questionnaire has been developed with the support

of driving instructors, their representative groups, and road safety experts.

This is your opportunity to shape the future of your industry. Please take time to complete it. It is important to our research that we receive information from as wide a variety of individuals as possible.

An electronic version of the survey can be downloaded from www.red-scientific.co.uk/dsasurvey.htm.

If you have any questions about this survey or need help with completing it, please do not hesitate to contact the RED Helpline on 01420 80011 or email the RED Research Team at dsaresearch@red-scientific.co.uk.

Yvonne Whiteley
Managing Director
Red Scientific Limited

Pass Plus

Pass Plus continues to grow in popularity and much credit must go to all of the participating ADIs who do so much to help promote the scheme.

Take-up has continued to grow and is now at record levels. In its first full year in 1995/6 some 12,000 people completed the course. This year we issued the 400,000th certificate since the scheme began and are set to issue 100,000 certificates in a year for the first time.

One thing that has not altered however is the cost of the refill and starter packs, which have remained at their 1995 level of £20 and £16. The review of the scheme and production of new promotional material earlier in the year has caused the Pass Plus Board to look at these costs. As a non-statutory activity, the scheme must be self financing. To cover inflation over this 9 year period and the increased production and distribution costs of the new style packs, the price of the Starter Pack will increase to £32 and Refill Pack to £25. These increases will take effect from 1st January.

Modernising Communication

In our letter to all instructors of 13 August, we said that we were looking to improve the way that we communicate with ADIs and announced a new service whereby you could register your email address with us and receive e-bulletins containing up to the minute news.

The response to this request has been quite encouraging and over 2,000 people have registered to date. Our system is now fully operational and we are able to send out information as promised. The first newsletter has already been sent to those registered with us.

If you have not already done so, why not register today. It's quite simple. Just go to our website www.dsa.gov.uk, go into 'Instructors', then 'Register e-mail addresses' and follow the instructions given.

Help us to help you keep in touch with news about your industry.

Internet Booking

We are pleased to announce a further development in the internet booking facility. As from 20 December it will be possible to book an ADI Part 1 Qualifying test on our website. This means that it will then be possible to book all 3 ADI qualifying tests online.

Midlands motorway moves on

News from the Highways Agency >>>

If you are one of 125,000 motorists that travel daily on the M42 in the West Midlands, between junctions 3a and 7, you may have noticed some physical changes to the surroundings.

This is all part of a Highways Agency pilot project called Active Traffic Management, offering a variety of cutting-edge traffic management tools to make this stretch of motorway the most advanced in the world.

Chosen because the 17km stretch from Junction 3a and 7 includes access to Birmingham International Airport, the National Exhibition Centre and Solihull, the project aims to make journey times more reliable and reduce congestion at peak times.

Active Traffic Management draws from a number of high-tech tools, ranging from the latest variable message signs, containing both text and pictures, to closed circuit television cameras capable of monitoring the entire stretch.

Construction work on ATM is being carried out during the day with only the hard shoulder being closed, and at night (10pm – 6am) with closures to lane one, when required, in conjunction with traffic flow and advice from the local police.

In order to add new gantries, which extend over both carriageways, construction is taking place on Friday and Saturday nights. To meet the demands of local stakeholders this work has been suspended during major events held at the National Exhibition Centre.

Looking into the future as a motorist perhaps the most significant change you will experience when driving through a fully operational Active Traffic Management will be the use of the hard shoulder as a fourth running lane, to reduce the impact of congestion. This will only happen under controlled conditions, by signals displaying a 50 mph maximum speed limit.

When operational the gantries, situated approximately every 500 metres, will contain highly visible message signs over each lane depicting the maximum permitted speed limit if the lane is available and a red X if the lane is unavailable.

What if you break down during four-lane running? Well this is a scenario that Active Traffic Management will manage in a variety of ways.

Firstly emergency refuge areas, situated about every 500 metres on both carriageways throughout the Active Traffic Management pilot, will offer you the motorist a safe area away from the traffic. Each emergency refuge area is around 100 metres in length and is wider than the hard shoulder itself.

Upon driving into an emergency refuge area detection loops built into the road will trigger an alarm at the regional control centre, alerting an operator who can then view the vehicle on a closed circuit television monitor.

Each emergency refuge area will also contain new lighting, and one of the new generation multi-lingual emergency roadside telephones.

As a motorist entering an emergency refuge area you will be monitored 24 hours a day, ensuring that you are being seen and action is being taken to safely remove you from the motorway as soon as possible.

If you are able to safely reach an emergency roadside telephone on the Active Traffic Management then you will be transferred to a member of the Highways Agency Traffic Officer service who will help arrange recovery of you and your vehicle.

However if you are unable to reach an emergency roadside telephone or are without a mobile phone, hold tight, as a Highways Agency Traffic Officer crew will be despatched directly to you.

Highways Agency Traffic Officers, launched in the West Midlands in April this year, are a uniformed service patrolling the West Midlands motorway network to help reduce congestion, help motorists in need and supporting the police, freeing them to concentrate on catching criminals on the motorway.

The flexibility of the Active Traffic Management pilot project will mean quicker access to incidents for both emergency services and roadside recovery vehicles, as they can gain access quickly through lanes closed to normal traffic.

Timescales for the project are as follows:

- completion of construction work in Spring 2005
- advisory three-lane variable speed limits in Spring 2005
- mandatory three-lane variable speed limits in Summer 2005
- four-lane variable speed limits (hard-shoulder running) in Winter 2006.

For any further information about Active Traffic Management in England please ring the Highways Agency Information Line on 08457 504030 or visit the website - www.highways.gov.uk



Disqualified drivers August 2004 - October 2004

New Drivers Act Statistics

	August	September	October
Revoked	1302	1340	1351
Test Passed	620	718	828
Appeal	5	4	9

DTTP - Disqualified until test passed

DTETP - Disqualified until extended test passed

DTTP/DTETP Summary

	August	September	October
DTTP	165	197	183
DTETP	910	1052	896
TOTAL	1075	1249	1079

Figures supplied by Drivers Policy Group
Driver & Vehicle Licensing Agency (DVLA)

How to contact us

If you need to contact the headquarters of the Driving Standards Agency at Stanley House, 56 Talbot Street, Nottingham, NG1 5GU use the following numbers for departments, dialling **0115 901** first:

- Switchboard **2500**
- Internal Communications **5873**
- Central Operations Branch **2557/4**
- ADIs **2618**
- PDIs **2629**
- CBT **2595**
- Technical Standards Branch **2539/2537**
- Commercial Department **5901**
- Cardington (Training) **01234 744000**
- Publications **Cardington 01234 744054**
- Theory Test Unit **5935**
- Policy **5918**
- Pass Plus **2633/2634**
- DQM **5883/ Fax 0870 750 7251**
- Press Office **5874/5**
- Despatch **5874/5**
- Website address **www.driving-tests.co.uk**
or www.dsa.gov.uk
- Booking Line **0870 010 1372**
- Welsh Line **0870 010 0372**
- Minicom **0870 010 7372**

Useful numbers

Driver & Vehicle Licensing Agency:

- Drivers' enquiries: **0870 240 0009**
- email: **drivers.dvla@gtnet.gov.uk**
- Vehicle enquiries: **0870 240 0010**
- email: **vehicles.dvla@gtnet.gov.uk**
www.dvla.gov.uk
- Vehicle Certification Agency:
0117 951 5151
www.vca.gov.uk
- Vehicle and Operator Services Agency:
0870 6060440
www.vosa.gov.uk

Customer service enquiries and complaints

London and South East

Phone: 020 7468 4712 Fax: 020 7468 4550
email: londoncsu@dsa.gsi.gov.uk

Midlands and Eastern

Phone: 0121 697 6762 Fax: 0121 697 6750
email: birminghamcsu@dsa.gsi.gov.uk

Wales and Western

Phone: 029 2058 1218 Fax: 029 2058 1050
email: cardiffcsu@dsa.gsi.gov.uk

Scotland

Phone: 0131 529 8645 Fax: 0131 529 8589
email: scotlandcsu@dsa.gsi.gov.uk

Northern

Phone: 0191 201 8161 Fax: 0191 201 8010
email: northerncsu@dsa.gsi.gov.uk

Head Office

Headquarters:

Customer Service Enquiries

Phone: 0115 901 2500 Fax: 0115 901 2510
email: customer.services@dsa.gsi.gov.uk

CBT (Compulsory Basic Training) enquiries

Phone: 0115 901 2595 Fax: 0115 901 2600
email: cbt@dsa.gsi.gov.uk

ADI (Approved Driving Instructor) enquiries

Phone: 0115 901 2500 Fax: 0115 901 2820
email: adireg@dsa.gsi.gov.uk

