**From:** Minister of State Chambers Office <MOSC-Transport@corr.cloud.gov.ie>   
**Sent:** Tuesday, April 25, 2023 12:01 PM  
**To:** Susan Sinclair <ssinclair@SDUBLINCOCO.ie>  
**Cc:** Ciara Brennan <CBrennan@SDUBLINCOCO.ie>  
**Subject:** Ref: DTTAS-MOSC-00600-2023

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Our Ref: DTTAS-MOSC-00600-2023

Dear Ms. Sinclair,

Many thanks for your correspondence on behalf of the Lucan Palmerstown North Clondalkin ACM regarding the National Car Testing (NCT) Service, which was shared with my office by Minister Eamon Ryan TD.

I understand from your letter that the members of the ACM have agreed a motion to call upon my office to request the following:

This committee requests that the Chief Executive write to the Minister with responsibility asking that the Inspection Centers for small vehicles, which are already governed by strict regulations and have an excellent track record, be availed of to address the back log in NCT services.

I hope to be in a position to provide you with some information about the current legislation underpinning the provision of the National Car Test and the legal bodies responsible for same.

Under the Road Safety Authority Act 2006 (Conferral of Functions) Order 2006 (S.I. No.477 of 2006), it is the Road Safety Authority (RSA) that is the body with statutory responsibility for the operation and oversight of periodic roadworthiness testing in the State. Accordingly, the award of the contract to provide these services and contact management are matters for the Road Safety Authority. As Minister of State for Transport, I do not have a direct role in this process and cannot provide comment on operational matters.

However, I am very aware of the challenges facing the NCTS and the RSA as they work to manage demand and the frustrating delays which vehicle owners have encountered while trying to secure a test appointment. My officials are holding weekly meetings with the RSA to monitor progress to address the personnel shortages which has led to the delays and to ensure all possible actions are being taken to bring the waitlist to an acceptable level. I also met in recent weeks with the RSA Chief Executive and Chair to discuss this and other matters.

I can also provide you with an update on the response of the RSA and the NCTS to address the long-term staffing issues which have caused this backlog and increase capacity at test centres, including extensive recruitment of new vehicle inspectors, increased staff overtime and secondment of testers from Spain over the Christmas period and the first quarter of the year. New testers are being assigned to the test centres with the most significant delays. Approximately 32,000 tests were conducted each week last month, a significant increase on figures for December 2022, when tests averaged 25,000 per week. The average waiting period nationally is now 25 days and the RSA is confident that a return to the service level agreement waiting period of 12 days will be achieved by July 2023.

In the interim, the NCTS has established a priority waiting list. Test appointment slots are released continually for all test centres, with many becoming available through cancellations or rescheduling of appointments. If a vehicle owner is unable to secure a test date before their certificate expiry date, they should contact NCTS Customer Service directly, by phone (+353-1-4135992) or through the NCTS website ([www.ncts.ie](https://eur04.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.ncts.ie%2F&data=05%7C01%7CCBrennan%40sdublincoco.ie%7C4827bce04c9740813b5e08db457c713b%7C6a3c00c019d0492da8de95fad8fda1d4%7C0%7C0%7C638180173020079840%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=sMHoPMq3xCShBJ2zY%2FrUBzw9jLBEng%2FHPEhRUathRdo%3D&reserved=0)), to request to be added to the priority waiting list. The NCTS has indicated that the majority of vehicle owners on the priority waiting list will be provided with an appointment within 30 days.

I trust that this information will be of interest to the ACM.Â I thank you again for your correspondence with my Department on this matter.

Yours sincerely,

Jack Chambers TD

Minister of State for Transport

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