

The Future of the Counterpart to the Photocard Driving Licence

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1. INTRODUCTION

1.1 This is a Driver and Vehicle Licensing Agency (DVLA) consultation document referring to GB licences (not those issued in Northern Ireland). It invites views on the future of the counterpart to the photocard driving licence and on the possible alternative ways of providing the information it contains. The options presented in this document are intended to stimulate discussion and the Agency welcomes as many suggestions as possible from institutional and individual customers alike.

1.2 The consultation period will run from 16 February 2004 to 31 May 2004. A Press Release will be issued summarising the responses following completion of the consultation and a summary of the findings will also be available on DVLA's website.

1.3 We believe that this document complies in all respects with the Government's Code of Practice on Written Consultations reproduced at Annex E. If you consider that the consultation criteria have not been met, please write to the address provided in that Annex.

1.4 To inform this consultation exercise, DVLA has held early discussions with organisations representing the main users of the current counterpart including Police, Courts, Fixed Penalty Offices (FPOs), Driving Standards Agency (DSA), the British Vehicle Rental and Leasing Association (BVRLA), and the Vehicle and Operator Services Agency (VOSA). The Agency is very grateful to these organisations for the suggestions and constructive comments put forward.

2. EXECUTIVE SUMMARY

2.1 The UK driving licence had two main sections in 1990 when the first European Community (EC) model paper driving licence was introduced. The format of that licence was set out in the first EC Directive on driving licences (80/1263/EEC) and did not allow for the inclusion of driving convictions (endorsements) or provisional driving entitlement. To meet the requirements of domestic legislation for including endorsement details on the licence, the counterpart section was incorporated as part of the paper driving licence document.

2.2 The UK introduced the photocard driving licence in July 1998. The format was set out in an annex to the second EC Directive on driving licences (91/439/EEC). The Directive does not provide for details of provisional entitlement, endorsements or disqualifications to be included on the photocard. Before moving to the photocard format, DVLA consulted customers about the need for continued provision of endorsement details. There was support at the time for introducing a separate counterpart to carry these details and to accompany the photocard driving licence. Examples of each appear in Annexes C and D.

2.3 Since the introduction of photocard licences, DVLA has been made increasingly aware that the counterpart is not satisfactorily fulfilling its intended function. Many would like to carry both photocard and counterpart while driving but find the counterpart too cumbersome. The necessity to have two separate items, differing in format and size, is

seen as outdated by many.

2.4 This consultation invites views on whether the counterpart is still seen as a necessary document and explores possible alternative ways of providing the information it contains. The functions of the counterpart and the various alternatives are explored in more detail later in the document but a summary appears here.

2.5 The counterpart provides:

- details of endorsements and disqualifications;
- details of provisional entitlements held;
- service as a "card carrier" to ensure clear addressing and delivery of the photocard driving licence;
- the means to notify DVLA of changes of address;
- an explanation of vehicle categories and the entitlement necessary to drive them;
- the holder's basic driver licensing history;
- information on provisional licensing restrictions and conditions;
- special information notes (e.g. towing of trailers by motorcycles) and telephone enquiry numbers.

2.6 The options and alternatives considered in this consultation document are set out below. Whichever option or combination of options is favoured, changes in legislation will be required to enable all EC licence holders to be able to take advantage of the Fixed Penalty Scheme.

Options:-

A Do nothing, i.e. retain the counterpart in its present form and continue with its present functions.

B Retain the counterpart in a similar format, this document fulfilling the function of card carrier. The document would continue to accompany the photocard each time a new licence was issued, providing a "snapshot" of the information presently contained on the counterpart. However, drivers would not be required to produce the card carrier when requested e.g. to the police.

C Abolish the counterpart entirely and provide, under secure conditions, an electronic facility to allow drivers' details to be checked, with the consent of the driver where appropriate, by those who have a legitimate need to do so. Examples might include vehicle hire companies and organisations whose employees are required to drive as part of their work.

D Abolish the counterpart and provide a telephone enquiry facility to obtain relevant information on a similar basis as option C above.

E Any other method or combination of the options outlined.

2.7 As a future initiative, the Agency is keen to explore the benefits and opportunities that the inclusion of a smart chip on the driving licence could offer. Whilst the European Commission has now indicated that it is prepared to consider the voluntary introduction of smartcards, it is unlikely that they would be introduced for at least 3 years. Prior to their introduction, the Agency would have to evaluate the associated benefits, costs and risks. This evaluation would consider the possibility of including on the smartcard information currently contained on the counterpart in electronic format.

2.8 Draft proposals for the third EC Directive on driving licences include provision for Member States to insert a microchip on the photocard driving licence, but in view of the likely timescale needed to implement this proposal, this consultation does not offer it as an option for consideration at present. It does, however, seek views on whether this should be considered as a future alternative to the counterpart.

3. INVITATION TO COMMENT

3.1 Your ideas may be different from or supportive of one or a combination of any of the possible alternatives in this document. It would greatly ease analysis if the responses were made on the form in Annex B, although other and more general comments will also be welcome. It would be helpful if, when responding, representative groups could indicate the people and organisations that they represent.

3.2 DVLA may wish to publish responses to this consultation document in due course. Please indicate by ticking the appropriate box in Annex B if you wish your response to be kept confidential. No reference to this point in your response will be taken as agreement to your reply being published. If you are replying by e-mail, we will assume that your consent overrides any confidentiality disclaimer that is generated by your organisation's IT system, unless you specifically include a request to the contrary in the main text of your submission to us. Confidential responses will be included in any statistical summary of numbers of comments received and views expressed.

3.3 DVLA may also be asked, under the Code of Practice on Access to Government Information, to provide copies of individual responses. Subject to the consent of the person submitting the comments, the Agency proposes to do so, making reasonable charge for processing and copying. Please make it clear if you do not wish this to happen with your response.

3.4 Please send your responses to:

David Houston
Drivers Policy Group
Driver and Vehicle Licensing Agency
Swansea Vale 2
Sandringham Park
Swansea SA7 0EP
Telephone number 01792 765264
Fax number 01792 765242
E.mail : david.houston@dvla.gsi.gov.uk

3.5 Internet responses may be sent using the electronic version of this document available at <http://www.dvla.gov.uk> and sent to Mr. Houston's e-mail address given above. The closing date for responses is 31 May 2004.

3.6 Additional copies of this document may be obtained by telephoning 01792 765264 or 01792 765251 and leaving your name and address.

3.7 If you have any questions about the consultation or require clarification of any matters in the document you may send them to David Houston by post, fax or e-mail to the address above.

FEBRUARY 2004

4. THE PRESENT POSITION

4.1 Since its introduction in 1998, over 17 million driving licences have been issued in the photocard format accompanied by a separate counterpart. The photocard driving licence was introduced to comply with the second EC Directive on driving licences (91/439/EEC). The Directive does not permit the recording of information such as endorsements, disqualifications or provisional entitlements on the photocard itself. In the UK these details are shown on the counterpart.

4.2 When consulting on the proposal to introduce the photocard licence, the Agency found support for the addition of a counterpart. The conviction information it provides is currently required by domestic road traffic legislation and the UK is alone in the EC in providing these details to drivers with their licences. We have detailed at Annex F the arrangements that some other European countries have put in place to allow drivers access to information held about them.

4.3 The counterpart is, at present, an A4 size paper document (see Annex C) which accompanies the photocard (see Annex D). The counterpart provides the following facilities and information :-

- details of endorsements and disqualifications;
- details of provisional entitlements held;
- service as a "card carrier" to ensure clear addressing and delivery of the photocard driving licence;
- the means to notify DVLA of changes of address;
- an explanation of vehicle categories and the entitlement necessary to drive them;
- the holder's basic driver licensing history;
- information on provisional licensing restrictions and conditions;
- special information notes (e.g. towing of trailers by motorcycles) and telephone enquiry numbers.

4.4 Despite information on the counterpart advising drivers to keep it with the licence, many still fail to keep the counterpart securely.

4.5 Although the information it contains makes the counterpart a valuable document to DVLA customers, it is not popular. Comments from the police and courts suggest that it is being used less to fulfil its original purpose and there is now far greater reliance placed on information obtained via electronic links.

4.6 Police forces have access to drivers information for operational policing via the Police National Computer (PNC). This access allows the police to check the status of a driver's current entitlement at any time. It is an important facility which can be used to improve the effectiveness of road traffic policing while reducing bureaucracy for the police and inconvenience for the honest motorist.

4.7 The vast majority of courts in England and Wales and all the Sheriff courts in Scotland have electronic links with the Agency which allow two-way flow of information. When considering Road Traffic offences, details of any valid previous convictions are transmitted at the request of the court to help it decide an appropriate sentence following conviction. In turn, information about new convictions is forwarded electronically to DVLA by the courts. This helps DVLA keep its records accurate and up to date. It is anticipated that in the future every court will be linked electronically to the DVLA database.

4.8 The counterpart is a vital document to Fixed Penalty Offices (FPOs). It indicates whether a driver's acceptance of a fixed penalty endorsement would result in their disqualification under the "totting-up" provisions. In this instance, the matter must be considered at court. Fixed Penalty endorsements are transmitted to DVLA electronically in most cases in England and Wales. At present the District Courts in Scotland supply DVLA with paper notifications on a daily basis, although plans are in hand for a system of electronic notification.

4.9 Vehicle hire companies rely heavily on the production of the driving licence by potential customers and often refer to the counterpart to check previous conviction details. The licence and its counterpart provide valuable

information in assessing the driving entitlement and acceptability of drivers before vehicles are released for hire. Where a customer cannot provide their driving licence and/or counterpart, the hire outlet can, with the customer's consent, be informed of the relevant driver records via a premium rate telephone line. Recent research suggests that this facility is presently used in around 10% of all private vehicle hire transactions. Information accessed direct from DVLA at the time the vehicle is hired, is likely to be of much greater value in that it can be relied upon to be more up to date. Access to the source data in this way also reduces the scope for vehicles to be hired using counterfeit driving licences.

4.10 Some drivers rely on the counterpart as part of their current driver record and any queries a driver may have can be resolved by telephoning or writing to DVLA. It is also the main method currently used by drivers to notify DVLA of changes of address.

5. ALTERNATIVE METHODS OF FULFILLING THE FUNCTIONS OF THE COUNTERPART.

5.1 This section of the consultation sets out in more detail the functions currently fulfilled by the counterpart and puts forward some suggestions on alternative methods of facilitating these. In each of the suggested alternatives, all drivers records would continue to be held on the DVLA database and existing methods of access would remain in place. Whichever option or combination of options is favoured, changes in legislation will be required to enable all EC licence holders to be able to take advantage of the Fixed Penalty Scheme.

5.2 The implications of each of the alternative options listed are expanded upon in Annex A and you are not limited in the number of options for which you may indicate a preference. Those proposals which alter the legal status of the counterpart would require amendments to the Road Traffic Act 1988, the Road Traffic Offenders Act 1988 and the Road Traffic (New Drivers) Act 1995.

- Provisional entitlement

This section of the counterpart provides details of which categories of vehicle the holder may drive under provisional licensing conditions.

Evidence of provisional entitlement is checked by the Driving Standards Agency (DSA) before a theory or practical test for that particular category of vehicle is conducted.

Any medical restrictions related to the provisional entitlements shown may also be displayed here.

- Entitlement history

This section contains details of any previous entitlement a driver held which has been superseded by a higher category. It is used when a person has, for example, graduated to a higher motorcycle entitlement (category A) after previously holding category A1. In this case, the counterpart history would carry details of the original lower category (A1) entitlement.

- Endorsements and Disqualifications

The counterpart includes details of endorsements and disqualifications. Details of court ordered endorsements are transmitted electronically by most courts in England and Wales via Electronic Data Interchange (EDI) to DVLA. In Scotland, the Sheriff courts have EDI links to DVLA but plans to link District courts have not yet been implemented. Where the driver is not disqualified, the convicting court endorses the counterpart of the licence before it is returned.

Fixed penalties which attract endorsements are also recorded in this section of the counterpart. The licence and counterpart must be produced to the relevant Fixed Penalty Office (FPO) so that they can be checked for the driver's entitlement at the time of the offence and for previous convictions to ensure that a fixed penalty is appropriate. The police and courts rely heavily on the accuracy of the drivers record held at DVLA. In most cases, this information is available via electronic links.

All matters concerning the conduct of vocational drivers are referred to Traffic Commissioners for assessment of a driver's fitness to hold such entitlement. Traffic Commissioners may suspend or revoke the entitlement of drivers to drive Large Goods Vehicles (LGV) or Passenger Carrying Vehicles (PCV) for various reasons, e.g. where they have been convicted of motoring offences or where other convictions or conduct is considered to have an impact on their suitability to drive larger vehicles. Traffic Commissioners decisions are stamped on the counterpart and make clear the variation of vocational entitlement imposed. DVLA is notified of Traffic Commissioner decisions electronically and the driver's record is updated at DVLA.

If you currently use provisional entitlement information, entitlement history information or endorsement and disqualification information please indicate at Question 2 of the response form (Annex B) which of the following options you would prefer.

A Do nothing, i.e. retain the counterpart in its present form.

B Replace the counterpart with a card carrier which would be similar in format but would be an information document only.

C Abolish the counterpart and provide a secure electronic facility to allow drivers' details to be checked by the driver and those organisations that have a legitimate need to do so.

D Abolish the counterpart and provide a telephone enquiry facility to obtain relevant information on a similar basis as option C above.

E Any other method or combination of the options outlined.

5.3 Changes of Address

Drivers are able to use the section on the front of the paper counterpart to notify DVLA when they change address. The section is completed by the driver and posted to DVLA with the plastic photocard so that the driver's record can be updated and a replacement licence and counterpart sent to the driver at the new address.

Please indicate at Question 3 on the response form (Annex B) how you would prefer to provide information about changes of address to DVLA.

A Continue to use the counterpart in its present form.

B Replace the counterpart with a card carrier which would be similar in format but for information only, retaining the change of address section on it.

C An internet facility to notify changes.

D Telephone notification facility.

E Another method - please specify.

- Driving information

General explanatory notes on driving licence conditions and restrictions are printed on the back of the counterpart.

Alternative methods of providing this information.

This information would continue to be provided in the booklets INS57P - "Driver Licensing Information" - which is issued with all driving licences to individual drivers and is available from DVLA on request, and/or booklet D100 - "What you need to know about driving licences" - which is available to the public at Post Office ® branches and all DVLA local offices.

5.4 Information on all full entitlements held and the dates they were attained will continue to be printed on the back of the photocard licence.

5.5 Possible introduction of Smartcards

As a future initiative, the Agency is keen to explore the benefits and opportunities that the inclusion of a smart chip on the driving licence could offer. Whilst the European Commission has now indicated that it is prepared to consider the voluntary introduction of smartcards, it is unlikely that they would be introduced for at least 3 years. Prior to their introduction, the Agency would have to evaluate the associated benefits, costs and risks. This evaluation would consider the possibility of including on the smartcard information currently contained on the counterpart.

5.6 As well as improving the security and integrity of the driving licence, the smartcard would be more compact and therefore more easily carried. It would also offer additional electronic storage capacity which could be utilised, subject to any legislation conferred by the European Commission, to include information about the driver and his driving history eg. disqualifications and endorsements.

Please indicate at Question 4 on the response form (Annex B) how you would wish the Agency to proceed so far as the smartcard driving licence is concerned

Annex A: EXPLANATION OF CHOICES AVAILABLE IN QUESTIONS NUMBERED 2 AND 3 INCLUSIVE AT ANNEX B.

Choice A. - No change

This would mean keeping to the present arrangements of the photocard licence and the paper counterpart with their legal status unchanged. The existing electronic facilities and all other means of access would continue to be available to customers.

Choice B. - Replace the counterpart with a similar document issued for the driver's information only

The document would fulfil the function of card carrier - an A4 sheet to which the photocard is attached allowing correct addressing of the licence. The present counterpart currently fulfils this function. The card carrier would accompany the photocard each time a new licence was issued, containing the key information available on the present counterpart and providing a snapshot of the driver's record. This would include confirmation of any endorsements and penalty points. The document would be similar in format to the present paper counterpart and would simply act as an information document and a form for notifying DVLA of changes of address.

Choice C. - Provision of a secure electronic enquiry facility

This choice may form a sensible supplement to choice B above. Drivers could access their own data via secure electronic facilities. The police, courts, Fixed Penalty Offices (FPOs) and Driving Standards Agency (DSA) would continue to utilise their existing electronic enquiry facilities. The present reliance on the counterpart by FPOs would need to be addressed by the development of fast and accurate information links. In addition, DVLA would work to develop a secure electronic facility for Agency approved customers allowing drivers' details to be checked (with the consent of the driver where applicable) by those with a legitimate need to do so. Users might consider the service more valuable than currently relying on sight of the physical document. It would reduce the administrative work of examining driving licences and provide greater assurance that the information was up to date. It would also reduce the risks associated with the production of counterfeit driving licences.

Customers for this service might include vehicle hire companies and organisations whose employees are required to drive as part of their work.

Choice D. - Provision of dedicated telephone facilities

It might be possible to provide similar services to those outlined in choice C over the telephone. This would depend upon likely take-up and various other factors such as call centre capacity.

Choice E. - Other suggestions

Please provide a clear explanation of any alternative suggestions.

Annex B: Response Form

(Consultation ended 31 May 2004)

Annex C: An example of the paper counterpart

Keep this safe
Counterpart Driving Licence 7967524 D740

DVLA
Driver and Vehicle Licensing Agency

Important Document - The photocard and paper counterpart together make up the complete driving licence and should be kept together. Both must be produced when required.

CHARLES GARDNER
122 BURNS CRESCENT
EDINBURGH
EH1 9GP **13 111**

003871420600

Driver number: **GARDN 605109 C99LY** **48A**

to Sample

Provisional Entitlement (see leaflet DV2 57P for category details)

Category	From	Until	Codes
A	18 05 84	07 05 99	
D	28 03 96	07 05 14	
DE	28 03 96	07 05 14	
CE	18 05 84	07 05 99	

Entitlement History (see Section 3 overleaf)

Category	From	Codes

Endorsements (as supplied by convicting Court) See leaflet DV2 57P for offence codes

Convicting Court code	Date of conviction			Offence code	Date of offence			Fine £	Disqual. period	Other	Penalty points
	Day	Month	Year		Day	Month	Year				

NOTE: a means 'various Part'

You may only tick the above if you hold current entitlement for a higher category.

Official Use

Changes to your permanent address, please write clearly in the boxes using CAPITAL LETTERS IN BLACK INK. (See Section 3 overleaf)

New House No: New Post Code:

New address:

This document must not be used for change of name. For change of name please refer to the D750, which can be obtained from most post offices.

Sign in the white box to confirm changes

Date: _____

7967524 Send the completed form with your photocard licence to DVLA, Swansea, SA99 1BN July 00

Annex E: The Consultation Criteria

This consultation document aims to comply in all respects with the criteria contained in 'Code of Practice on Written Consultations' issued by the Cabinet Office, set out below. If you consider that this has not been achieved, please write setting out the areas where you feel the document departs from the criteria. The address is:

Mrs Anne McAleer
Consultation Co-ordinator
DVLA
Swansea Vale 2
Sandringham Park
Swansea
SA7 0EU
FAX: 01792 765210

Consultation Criteria

Timing of the consultation should be built into the planning process for a policy (including legislation) or service from the start, so that it has the best prospect of improving the proposals concerned, and so that sufficient time is left for it at each stage.

It should be clear who is being consulted, about what questions, in what timescale and for what purpose.

A consultation document should be as simple and concise as possible. It should include a summary, in two pages at most, of the main questions it seeks views on. It should make it as easy as possible for readers to respond, make contact or complain.

Documents should be made widely available, with the fullest use of electronic means (though not to the exclusion of others), and effectively drawn to the attention of all interested groups and individuals.

Sufficient time should be allowed for considered responses from all groups with an interest. Twelve weeks should be the standard minimum period for consultation.

Responses should be carefully and open-mindedly analysed, and the results made widely available, with an account of the views expressed, and the reasons for decisions finally taken.

Departments should monitor and evaluate consultations, designating a consultation co-ordinator, who will ensure the lessons are disseminated.

Annex F: Procedures in some other EC Countries

CO
UN
TR
Y
METHODS USED TO ACCESS INFORMATION FROM A DRIVER'S RECORD

BEL
GIU
M
Drivers records are held on a central register to which the police have access. The record is protected by strict privacy regulations and individual drivers can only access them by making a written application supported by strict proof of identity.

DE
NM
AR
K
The central register for Danish drivers is held by the police. Drivers can only access their individual record by making a written application supported by strict proof of identity.

GER
MA
NY
Any driver can access information stored about himself in the Central Register of Traffic Offenders. The application, which is free, must contain all the driver's particulars and authentication of his signature. If the application is made by post it must be supported by his identity card or passport.
Police, Customs, and the Federal Border Guard have 24hour access to the Central Traffic Information Service data bank which also contains owner and vehicle records in their appropriate Registers.

FRA
NCE
The police have direct electronic access to the central register for France which is the responsibility of the Ministry of Interior Affairs. Individual drivers must apply to their local office, personally or in writing, in either case strict proof of identity is required.

POR
TU
GA
Drivers records are held on a central register to which the police have access. Individual drivers can only access it by making a written application supported by strict proof of identity.

L

Annex G: List of those consulted

AGE CONCERN (ENGLAND)
AGE CONCERN (SCOTLAND)
AGE CONCERN (WALES)
AMATEUR MOTORCYCLING ASSOCIATION
ARTHRITIS CARE
ASSOC. OF BRITISH CHAMBERS OF COMMERCE
ASSOC. OF BRITISH INSURERS
ASSOC. OF CHIEF POLICE OFFICERS
ASSOC. OF CHIEF POLICE OFFICERS (SCOTLAND)
ASSOC. OF INDEPENDENT BUSINESSES
ASSOC. OF INDUSTRIAL ROAD SAFETY OFFICERS
ASSOC OF LONDON BOROUGH ROAD SAFETY OFFICERS
ASSOC. OF LONDON TRANSPORT OFFICERS
ASSOC. OF METROPOLITAN AUTHORITIES
ASSOC. OF VEHICLE RECOVERY OPERATORS
AUTOMOBILE ASSOCIATION
BRITISH AMBULANCE ASSOC.
BRITISH EPILEPSY ASSOC.
BRITISH INDUSTRIAL TRUCK ASSOC.
BRITISH INSTITUTE OF MANAGEMENT
BRITISH MOTORCYCLISTS FEDERATION
BRITISH MOTORCYCLE SAFETY FOUNDATION
BRITISH RETAILERS ASSOC.
BRITISH SCHOOL OF MOTORING
BUSINESS IN THE COMMUNITY
B V R L A
CAMPING & CARAVANNING CLUB
CBI
CBI WALES
CSMA
CHARTERED INSTITUTE OF TRANSPORT
COACH MONTHLY
COACH OPERATORS FEDERATION
COMMUNITY TRANSPORT ASSOC.
CONFEDERATION OF FIXED PENALTY CLERKS
CONFEDERATION OF PASSENGER TRANSPORT
CONSUMERS ASSOC.
COUNCIL OF CIVIL SERVICE UNIONS
CRONERS BUS & COACH OPERATIONS
DIABETES UK
DISABLED DRIVERS ASSOC.
DISABLED DRIVERS MOTOR CLUB
DOE (NI)
DRIVERS ACTION MOVEMENT
DRIVING INSTRUCTORS ASSOC.
DRIVING STANDARDS AGENCY
DVLNI (COLERAINE)
ESSEX COUNTY FIRE AND RESCUE SERVICES
FARMERS UNION OF WALES
FED. OF PUBLIC PASSENGER TRANSPORT EMPLOYERS
FED. OF SMALL BUSINESSES
FINANCE AND LEASING ASSOC.
FREIGHT TRANSPORT ASSOC.

GMB
GREEN FLAG
GUILD OF EXPERIENCED MOTORISTS
HEADLIGHT
HOME OFFICE
INSTITUTE OF ADVANCED MOTORISTS
INSTITUTE OF DIRECTORS
INST. OF HIGHWAYS & TRANSPORT
INST. OF HGV DRIVING INSTRUCTORS
INST. OF MOTORCYCLING
INST. OF RAC REGISTERED INSTRUCTORS
INST. OF ROAD TRANSPORT ENGINEERS
INST. OF ROAD SAFETY OFFICERS
INSTITUTE OF TRANSPORT ADMINISTRATION
ISLE OF MAN HIGHWAYS & TRAFFIC DIVISION
JT. COMM. ON MOBILITY FOR THE DISABLED
JUSTICES CLERKS SOCIETY
LAW SOCIETY
LIBERTY
LIBRARY (HOUSE OF COMMONS)
LIBRARY (NATIONAL ASSEMBLY OF WALES)
LIBRARY (SCOTTISH PARLIAMENT)
LOCAL GOVERNMENT ASSOC.
LOGISTIC SUPPORT SERVICES
LONDON BOROUGH ASSOC.
MAGISTRATES' ASSOCIATION
M.A.V.I.S.
MOTOR AGENTS ASSOCIATION
MOTABILITY
MOTORCYCLE ACTION GROUP
MOTORCYCLE ASSOC. GB.
MOTORCYCLE RETAILERS ASSOC.
MOTOR INSURERS BUREAU
MOTOR SCHOOLS ASSOC. OF GREAT BRITAIN
NATIONAL BREAKDOWN RECOVERY CLUB
NATIONAL CONSUMER COUNCIL
NATIONAL ASSOC. OF CITIZENS ADVICE BUREAUX
NATIONAL FARMERS UNION
NATIONAL TAXI ASSOCNS.
NATIONAL OWNER-DRIVERS ASSOC.
NATIONAL UNION OF GENERAL & MUNICIPAL WORKERS
NATIONAL UNION OF STUDENTS
NEWPORT BUSES LTD
PEDESTRIANS ASSOCIATION
POST OFFICE
RAC MOTORING SERVICES
RETAIL MOTOR INDUSTRY FEDERATION
ROAD HAULAGE ASSOC.
RoSPA
ROAD TRANSPORT ASSOC.
ROAD HAULAGE AND DISTRIBUTION TRAINING COUNCIL
SCOTTISH BORDERS TRANSPORT
SCOTTISH COURTS ADMINISTRATION
SCOTTISH MOTOR TRADE ASSOC.
SMALL BUSINESS RESEARCH TRUST
SOCIETY OF MOTOR MANUFACTURERS & TRADERS
STANDING CTTE OF THE RAC, AA
STATES OF GUERNSEY ISLAND TRAFFIC CTTE
STATES OF JERSEY MOTOR TRAFFIC OFFICE
T G W U
THAMES VALLEY TRAINING BOARD
TRL

TRANSPORT 2000
TRANSPORT WEEK MAGAZINE
TUC

UNION OF INDEPENDENT COMPANIES
UNISON
VEHICLE OPERATOR SERVICES AGENCY (VOSA)