

# THE FUTURE OF THE PAPER COUNTERPART TO THE PHOTOCARD DRIVING LICENCE – RESULTS OF THE CONSULTATION EXERCISE CARRIED OUT 16 FEBRUARY TO 31 MAY 2004

## Consultation Process

DVLA issued 122 consultation documents as part of the formal consultation process and a further 50 from requests received from individuals/organisations who may have seen the document on the DVLA website or read about the exercise in the press. In addition, some accessed the document and responded on-line.

### **Outcome**

A total of 108 responses were received; 82% of those supported the abolition of the paper counterpart. Their preference was to obtain the information currently on the paper counterpart by secure electronic links to DVLA's database. A number of stakeholders also supported some form of paper document to show the information.

### **Breakdown of responses**

#### **Question one: abolition of the counterpart**

Of the 108 responses received, 89 said that the paper counterpart should be abolished, 9 disagreed with this view and 10 did not have view. Some general concerns were: the provision of equipment, costs, the type of information held, security and availability of system(s), access entitlement and interrogation frequency, validation and reliability of data.

#### **Question two: method(s) of obtaining information currently on the counterpart**

A total of 57 indicated that they would prefer a secure electronic facility (option C), 10 preferred a card carrier (Option B), 4 indicated a telephone enquiry facility as their preferred choice (Option D), 5 indicated "other" (Option E); the majority of comments here were for a direct move to the smart card, although a magnetic strip or barcode were also suggested, 3 respondents indicated doing nothing (Option A). While a few respondents noted that the 'phone option could also be a valid alternative or addition to option C, 4 specifically indicated a combination of options C and D. A further 4 respondents indicated a combined choice of having a card carrier and electronic access, options B and C, while 1 indicated a preference for a combination of options B, C, and D.

#### **Question three: method(s) for notifying change of address**

As to this question, 43 respondents indicated the internet facility (Option C), 17 indicated that they preferred the card carrier (Option B), 5 respondents opted for the telephone facility (Option D), while 7 preferred a combination of options C and D, and 1 C or D. 2 indicated a combination of B, C and D. There were comments that drivers' choices should not be limited to the options indicated but other provisions, such as holding forms at the Post Office, should also be made. 5 respondents indicated "other" (Option E); suggestions included the above as well as email, written and a tear off slip.

#### **Question four: a) pursuing the smartcard; b) postponing a decision on the counterpart**

A total of 81 respondents indicated that they would wish the Agency, as a future option, to pursue the smartcard driving licence. 6 did not want to pursue this and 20 did not indicate a preference. Several raised concerns about the costs.

23 respondents preferred to postpone any decision on the counterpart until the decision on the smartcard had been made. Several comments were made about avoiding double costs and changes. 58 respondents did not want to delay the decision on the future of the counterpart and 26 did not indicate a preference.

### **Decision**

In response, Ministers have agreed to DVLA working with its stakeholders so as to provide secure and robust systems to send and receive information, with a view to abolish the issue of a paper counterpart. DVLA will not do this however, until organisations have access to DVLA's database. In addition, DVLA will also look at other ways of providing information to drivers that is currently shown on the paper counterpart.