

VEHICLE TESTING STATION



Overview

The core business of the Council's Vehicle Testing Station is the provision of vehicle safety inspections or Warrant of Fitness (WOF) tests. Other services include:

- Emissions testing for petrol and diesel vehicles
- Motor Registrations/Licensing
- Change of ownership processing
- All registration plate transactions
- Road User Charges (RUC) processing
- Driver licensing testing

Governing regulations

- Transport Act 1998
- Local Government Act 2002



How we contribute to community outcomes

Community outcomes	Our contribution
Sustainable environment— Kauneke Tauwhiro Taiao	Emission testing
Environmental protection— Waiora	Emission testing

Funding of our activities

The Vehicle Testing Station is funded solely by revenue from the following:

- Warrant of fitness inspections
- Driver licence services
- Motor registration services
- Selling of advertising space on the inspection test cards and the walls of the building
- Selling consumables to customers

Sustainable objectives

Inspect vehicles to a fair but high standard to ensure that we have only safe roadworthy vehicles on our roads

Environmental objectives

Through the use of the emission testing programme promote the city's vision of clean air in the environment

Cultural objectives

Treat all customers equally but at the same time being aware of cultural differences particularly in the area of driver licensing

Economic objectives

Within a competitive environment to operate the Testing Station as a user pays operation, without the need for rates funding

Social objectives

Promote safe driving habits by use of the driver licensing system(and safe vehicle operation) by way of advice on such items as child seat usage

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Current initiatives

In order to grow our customer base, the Vehicle Testing Station undertakes the following:

- Customer loyalty cards
- Driver licensing school and community testing programme
- Pre-booked lane
- Special pricing for Waitakere hospital staff
- Special pricing for students
- We are members of the government GOLD CARD programme
- Midweek discounts for WOF
- Emissions testing promotion

Use your Loyalty Card for more Vrrrooom!

The Waitakere Testing Station CLUB CARD

Pick one up when you come for your next Warrant of Fitness. You get a stamp every time you come for a WOF or complete other transactions over \$20.00.

- Use it for driver licensing or products sold in the shop.
- Share your card with other family members or friends, the sooner you collect six stamps the sooner you get a FREE WOF.

Your next safety check could even include making sure your go-kart is safe to drive off-road. Call us on 838 5928 to book a safety check on your car, van, trailer, go-kart or motorbike. Club Card Offer excludes vehicle registration and road user charges.

Waitakere City Council
Te Taiāo o Waitākere

What do we do in a year? *

- Issue approximately 26,000 WOF
- Carry out approximately 7800 re-checks on WOF failures
- Over 4,000 emissions tests. Pass rate 73%
- Over 1,000 licence renewals
- Over 1,500 new licences
- About 800 re-sits (where previously failed)
- Around 800 replacement licences (lost or change of address)
- Over 150 older driver licences issued
- Over 200 conversions of overseas licences
- Approximately 200 new endorsements
- Estimate of 600 practical test bookings

* Based on budgeted 2008/2009 statistics



How long does it take?

- | | |
|------------------------------------|---------|
| • WOF inspection | 20 mins |
| • Licence renewals | 6 mins |
| • New licences | 45 mins |
| • Re-sits | 30 mins |
| • Replacement licences | 10 mins |
| • Older driver licences | 15 mins |
| • Conversions of overseas licences | 45 mins |
| • New endorsements | 20 mins |
| • Practical test booking | 5 mins |