

**Estimates Committee 2012**  
**Questions Taken On Notice**

( 12/06/2012 to 21/06/2012 )

Date: 20/06/2012

Output:

Sub Output:

Subject: Wait times at MVR

**From:**Mr Adam Giles to Hon Gerry McCarthy  
Transport

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**Question:** **8-23**  
Minister, can you provide the number of customers at each MVR service centre who leave without transacting business because of their expectation on wait times?

**Answer:**  
Answered On: 19/07/2012

# ESTIMATES COMMITTEE

## Question Taken on Notice

Date: 20 June 2012

Output:3. TRANSPORT  
Sub Output: 3.2 – Road Transport

Subject: MVR Wait times

From: Member for Braitling

To: Minister for Transport

Department: Lands and Planning

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**Number: 8.23**

**Question: Can you please provide the number of customers who take a ticket at each MVR and leave because of their expectations on wait times.**

**Answer:**

The Casuarina, Palmerston and Goyder Road Offices have QFlow kiosks at which customers select a service, take a ticket for that particular service, and are then called up by the system.

It is important to note that there are various reasons for customers not using their selected ticket including:

- an incorrect service is selected and another ticket is then selected; and
- the customer chooses to use on-line facilities in the branch to undertake their transaction.

The following data has been extracted for the 2011/12 financial year for the period 1/7/2011 to 21/6/2012:

- **Goyder Road** – 75 404 customers took a ticket and 14 425 (16%) did not use.
- **Casuarina** – 71 631 customers took a ticket and 9049 (13%) did not use.
- **Palmerston** – 77 765 customers took a ticket and 6680 (9%) did not use.