

1) The number of candidates nationwide that failed to attend their car practical test in 2010

In the calendar year 2010, 31,099 candidates failed to attend their car practical test.

2) The number of car practical tests nationwide that were cancelled due to bad weather in 2010

In 2010, 133,497 tests were cancelled due to bad weather.

3) The number of undelivered appointment letters in 2010

We have logged 71 cases of undelivered appointment letters in 2010.

4) The number of complaints about test cancelled due to bad weather in 2010

We received 330 pieces of correspondence about tests being cancelled due to bad weather in 2010.

5) The amount of revenue generated because candidates failed to attend their car practical test nationwide in 2010

The table below shows a calculation of income derived from test fees where candidates failed to attend a test. Please note these figures are the maximum amount of fees we would receive from standard tests (not extended tests) and no reduction has been made for any test fee refunds or tests re-scheduled at no extra charge to a candidate.

<u>Failed to attend</u>	Number of tests	Test fee (£)	Fees income (£)
Weekday	29,947	62	1,856,714
Weekday evening	90	75	6,750
Weekend	1,062	75	79,650
Total	31,099		1,943,114

6) The amount of revenue generated because car practical tests were cancelled due to bad weather in 2010

If a practical test is cancelled due to bad weather or light, we will arrange a further test at no additional charge to the candidate. In these cases, we do not generate income in respect of these lost tests as they are re-booked for a further date.

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