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**Survey Name:** Tachograph Card Application Survey

**Report Date:** April 2018

**Objective:**

- To identify tachograph drivers' preferred channel for making an application.

**Methodology and target audience:** The survey was sent to 10,000 DVLA customers that had applied either by post or telephone for a Tachograph driver card, within the last 6 months. There were a total of 1,303 responses, equating to a response rate of 13%, which generated an overall sample error margin of +/- 2.71% of the overall findings.

**Executive Summary - Findings:**

- The first question put to customers was 'Do you currently have a driver smart tachograph card?' Of the 1297 participants that answered this question 98% (1270) said 'yes' and 2% (27) said 'no' to having a driver smart tachograph card.
- Of the 1293 participants who answered 'what would be your preferred method for applying for a driver smart tachograph card?', 67% (866) said their preferred method was 'Online', 21% (267) said 'Post' and 11% (140) said Telephone
- Participants that had selected options other than online were asked 'what would stop you from using an online service to apply for a driver smart tachograph card?' Of the 428 that answered this question, 38% (164) were concerned that their personal details may not be secure, 35% (149) stated that their financial details may not be secure and 34% (144) felt they didn't trust the internet.
- All participants were asked about the type of support expected when completing an online application. 57% (686) expected 'telephone support', 40% (482) 'Email' support and 35% (425) expected a 'web chat' facility.
- The most popular age group of participants that completed the survey was between 45 – 60 years, with 53% (679)
- Of the 1262 participants that answered 'what is your occupation?' 76% (963) said that they worked for an organisation, 15% (186) were self employed and 9% (113) preferred not to say.