

Driving Tests

Action Plan to Alleviate Backlog

Chief Operating Officer

22nd May 2025



1. RSA Plan to Reduce Driving Test Waiting Times

The Road Safety Authority (RSA) has launched an accelerated and comprehensive plan to address the significant waiting times currently experienced by driving test applicants. This response follows an unprecedented rise in demand, which has led to a national average waiting time of 27 weeks as of the end of April 2025.

The Government has tasked the RSA with reducing this to the Service Level Agreement (SLA) target of 10 weeks. Through a series of special measures, including increased staffing, intensified scheduling, and expanded testing capacity, the RSA now expects to return to SLA levels by September 2025.

1.1 Key Measures Being Deployed

- **Accelerated Recruitment & Training**

RSA has fast-tracked the onboarding of new driver testers, with 91 new permanent testers expected to be operational by early September. This will see the number of testers rise from 153 at the end of May to 182 by the end of July and 200 by early September. A revised approach to training has also been deployed to enable early deployment of new testers to centres

- **Additional Training Facility**

A temporary training facility has been established which will facilitate an accelerated delivery of the training programme of new testers.

- **Expanded Testing Capacity**

Extended testing hours — including evenings, weekends, and Bank Holidays — are being implemented nationwide to almost 12 hours a day from 7.25am to 7pm. Supervisory staff are also stepping in to deliver tests.

- **Enhanced Overtime Programme**

A revised and incentivised overtime scheme is underway, with testers delivering additional tests across extended timeframes to meet urgent demand.

- **Manual Slot Allocation**

Targeted manual intervention in the booking system to ensure invitations are issued to areas of greatest demand to ensure more efficient slot allocation.

2. Targets and Actuals

These timelines are ambitious but grounded in our strong determination to reduce waiting times. It's important to acknowledge that this service is delivered by committed professionals — both seasoned and newly recruited driver testers — who are working under significant pressure. We're deeply mindful of the expectations placed on them and the challenges they face. The RSA is extremely grateful for everyone's support and efforts to bring the backlog down as quickly as we can.

The tables below demonstrate how the implementation of the action plan will positively impact on service delivery.

2.1 MAY

		Week Ending	17-May	24-May	31-May
National Average Waiting Time	Target		27	25	22
	Actual		22.7	21.4	
Customers Requiring a Test	Target		102091	102920	103579
	Actual		102077	102419	
Tests Conducted	Target		4771	4941	4512
	Actual		4591	4957	
Testers in Training	Target		20	20	32
	Actual		20	19	
Testers in the Service (Inc Known Retirements)	Target		153	151	151
	Actual		153	151	

2.2 JUNE

		Week Ending	07-Jun	14-Jun	21-Jun	28-Jun
National Average Waiting Time	Target		22	22	22	22
	Actual					
Customers Requiring a Test	Target		104667	104619	104111	103718
	Actual					
Tests Conducted	Target		5648	6108	5993	6154
	Actual					
Testers in Training	Target		32	32	32	32
	Actual					
Testers in the Service (Inc Known Retirements)	Target		151	151	151	151
	Actual					

2.3 JULY

	Week Ending	05-Jul	12-Jul	19-Jul	26-Jul
National Average Waiting Time	Target	18	18	17	17
	Actual				
Customers Requiring a Test	Target	102348	99947	97546	94670
	Actual				
Tests Conducted	Target	7791	7791	8266	8116
	Actual				
Testers in Training	Target	30	18	18	18
	Actual				
Testers in the Service (Inc Known Retirements)	Target	170	170	182	182
	Actual				

2.4 AUGUST

	Week Ending	02-Aug	09-Aug	16-Aug	23-Aug	30-Aug
National Average Waiting Time	Target	16	16	14	14	12
	Actual					
Customers Requiring a Test	Target	91944	90524	88198	85872	83546
	Actual					
Tests Conducted	Target	6810	7716	7716	7716	7200
	Actual					
Testers in Training	Target	18	18	18	18	0
	Actual					
Testers in the Service (Inc Known Retirements)	Target	182	182	182	182	200
	Actual					

2.5 SEPTEMBER

Week Ending	06-Sep	13-Sep	20-Sep	27-Sep
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National Average Waiting Time	Target	10	10	10	10
	Actual				
Customers Requiring a Test	Target	81736	79926	78116	83506
	Actual				
Tests Conducted	Target	7200	7200	7200	7200
	Actual				
Testers in Training	Target	0	0	0	0
	Actual				
Testers in the Service (Inc Known Retirements)	Target	200	200	200	200
	Actual				

3. Tester Deployment Per Region – January, May and September 2025

The following tables provide a regional breakdown of driver tester deployment across the country in January, May, and projected for September of this year. They highlight how many testers were/ will be assigned to each centre during those periods and illustrate how deployment fluctuates over time to meet service needs.

Tester placements are primarily determined by regional demand and existing application backlogs. However, deployment is also influenced by internal staff movements and operational needs across the network. As part of standard practice, driver testers routinely rotate between centres, enabling a more flexible and responsive service. This approach ensures that resources are directed to areas experiencing the highest pressure at any given time.

County	Test Centre	Jan 2025	May 2025	Sept 2025
Carlow	Carlow & Carlow Hotel	3	3	4
Cavan	Cavan	3	3	3
Clare	Ennis	3	3	3
Clare	Kilrush	0	0	0
Clare	Shannon	1	0	0
Cork	Cork (Ballincollig)	0	0	0
Cork	Cork (Wilton)	8	13	13
Cork	Mallow (Cork Racecourse Mallow)	2	2	3
Cork	Skibbereen	0	1	2
Donegal	Buncrana	0	0	0
Donegal	Donegal	1	1	1
Donegal	Letterkenny	4	4	4
Dublin North	Finglas & Charlestown	12	14	14

Dublin North	Killester	1	0	4
Dublin North	Mulhuddart (Maple House)	4	2	5
Dublin North	Mulhuddart	3	3	3
Dublin North	Raheny	7	6	3
Dublin South	Dun Laoghaire / Deansgrange	3	8	9
Dublin South	Tallaght	10	10	11
Dublin South	*New location			5
Galway	Clifden	0	0	0
Galway	Galway (Carnmore)	1	1	1
Galway	Galway (Westside) / (Clybaun)	3	3	4
Galway	Loughrea	1	1	2
Galway	Tuam	3	2	3
Kerry	Killarney	4	4	4
Kerry	Tralee	4	3	3
Kildare	Naas	8	7	9
Kildare	*New location			6
Kilkenny	Kilkenny	2	2	5
Laois	Portlaoise	2	2	2
Leitrim	Carrick On Shannon	0	1	1
Limerick	Limerick – Castlemungret	4	4	4
Limerick	Limerick – Woodview	2	2	3
Limerick	Newcastle West (Longcourt House Hotel)	1	1	1
Limerick	Newcastle West	1	1	1
Longford	Longford	0	0	1
Louth	Dundalk	8	8	8
Louth	*New location			5
Mayo	Ballina	1	1	1
Mayo	Castlebar	4	3	3

County	Test Centre	25-Jan	25-May	25-Sep
Meath	Navan	4	2	7
Monaghan	Monaghan	1	1	1
Offaly	Birr	2	1	2
Offaly	Tullamore	3	3	3
Roscommon	Roscommon	1	1	2
Sligo	Sligo	2	3	4
Tipperary	Clonmel	2	1	2
Tipperary	Nenagh	1	1	1
Tipperary	Thurles	1	1	1
Tipperary	Tipperary	1	1	1
Waterford	Dungarvan	2	2	2
Waterford	Waterford	6	6	6
Westmeath	Athlone	2	2	3
Westmeath	Mullingar	3	3	3
Wexford	Gorey	3	2	2

Wexford	Wexford	2	2	3
Wicklow	Wicklow	1	2	3
Total		151	153	200

3.1 Acknowledgement

The RSA acknowledges the impact delays have had on individuals and families across the country. We are fully committed to doing everything within our power to reduce waiting times swiftly and sustainably.

This plan is built on:

- Careful modelling and demand forecasting
- Transparent engagement with Government and stakeholders
- Responsible and realistic capacity-building
- A deep respect for our staff, who are working tirelessly to deliver results

This is a service delivered by people — both experienced and newly recruited professionals, working in both the field and back office — who are rising to the challenge with commitment and resolve. With this plan in place, we are confident that visible progress will be seen in the coming weeks, and the service will return to target levels by the end of the summer.

3.2 Other Considerations

The RSA is currently examining and appraising contingency measures, both internally and externally as further options to deal with any potential future surges in demand for driving tests, as directed by the Minister.

4. Closing

On behalf of the Road Safety Authority, I want to offer a sincere apology to everyone who has been waiting too long for a driving test. We fully recognise the stress and disruption these delays have caused — particularly for those who need a licence to support work, education, or family responsibilities.

Reducing waiting times is our number one operational priority. I want to assure you that we are pursuing every possible avenue to improve the service and shorten delays, including accelerated recruitment, expanded capacity, and smarter resource deployment.

This is more than a numbers issue — we know the driving test is a major milestone in People's lives, and it is being treated with the urgency and importance it deserves.

Everyone across the RSA is fully committed to restoring the standard of service the public expects — and rightly deserves.

The RSA is confident that once wait times are restored and the requisite capacity is available that it will be able to maintain the SLA on a long-term basis.

Thank you for your continued patience as we work through these challenges with urgency, integrity, and determination.

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