

## Clare Motor Tax Office Is Shortlisted For 2 National Awards

*The Clare County Council Motor Taxation Office has been shortlisted for two national awards by the Excellence Ireland Quality Association (EIQA), less than twelve months after it expanded its services at Kilrush and Westbury.*

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The Service, which was the first Motor Tax Office in the country to receive a Quality Service Management Award (Q-Mark), will be contending for the overall 'Rehab National Team Of The Year Award' for small to medium sized enterprises and the 'EIQA Q-Mark Award for Government, Health and Social Services'.

"The office was first awarded the Q-Mark by the EIQA in June 2004 and successfully retained it in 2005, 2006 and, again, in 2007", stated Gerry Glennon, Administrative Officer, Clare Motor Tax Office.

He explained, "The award recognises the Quality Management Systems in place and the office's commitment to customer service. It was achieved through the hard work and dedication of a very committed workforce, and more particularly the Q-Mark Project Team. We are especially delighted to have been shortlisted for two national awards, which will be announced at the Burlington Hotel on 11th October next. This is recognition of our continual improvement since June 2004 during which time our overall score has increased by 12%."

The Clare Motor Tax Office is the only office of its kind in the country to operate a late openings service while the Office has recently expanded its range on online service around the county. The Office has also been recognised nationally for its same day return service for taxation renewals transacted through the post, as well as its next day return service for driving licences.

Meanwhile, the Office continues to experience a growth in the number of people availing of its countywide services. Newly released figures show that the number of transactions dealt with by the Clare Motor Tax Office increased in 2006 to 125,582, representing an increase of 5% over 2005. Total income for 2006 was EUR19.3m.

On a national basis the level of tax now being done online by the Department of the Environment, Heritage and Local Government at the Vehicle Registration Unit in Shannon is 27.45% compared to 18.87% in Clare at the end of 2006.

"The increase in the number of transactions last year can, in part, be attributed to an expansion of services by the Clare Motor Tax Office. Another contributory factor is the increase in the local population and increase in new car sales", indicated Colm O'Mahony, Staff Officer, Clare Motor Tax Office.

According to Mr. O'Mahony, "Our extended opening hours on Thursday and Friday nights from 5-7p.m. continues to be the most popular element of service with the public. The service also boasts a full motor tax facility in Ennistymon, while it recently introduced an online motor tax service at the Council's Area Office in Kilrush and the South East Clare Office in Westbury."

The Clare County Council Motor Taxation Office is situated at Francis Street, Ennis and deals with Motor Taxation and Driver Licensing for County Clare. Clare County Council carries out the Motor Taxation function on an agency basis for the Minister for the Environment Heritage And Local Government.

The services provided to the public include the Taxation of Vehicles, Driver Licensing, Certification of Traffic Offences (Parking), Issue of Trade Plates, and the Processing change of ownership procedures for vehicles registered before 1st January 1993. The Office provides Postal, Telephone and Counter Services for people transacting business.

The Clare Motor Taxation Office Q-Mark Project Team includes Gerry Glennon, Colm O'Mahony, Alison O'Brien and Josephine Tuohy.

For more information on the Clare Motor Tax Office call 065-6844661, email [motortax@clarecoco.ie](mailto:motortax@clarecoco.ie) or log on to [www.clarecoco.ie/Motor\\_Tax/Motor\\_Tax.html](http://www.clarecoco.ie/Motor_Tax/Motor_Tax.html)

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Founded in 2006, **Dunphy Public Relations** is a communications group led by Mark Dunphy from County Clare. Mr. Dunphy previously held the position of 'Head of News and Current Affairs' in Clare FM Radio.

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