

Third Party Testing Bulletin

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Terri Lynn Land
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Certification of supervised practice driving

Section 257.310(e) of the Michigan Vehicle Code describes the requirements that must be met before a person may take a driving skills test for a Level 2 graduated driver's license. One of those requirements is that a parent or legal guardian must certify that the applicant has accumulated a total of 50 hours of behind-the-wheel experience, including not less than 10 hours of nighttime driving.

When a parent or guardian signs the score sheet, he or she is certifying that the practice hours outlined above their signature have been completed. The examiner is responsible for obtaining the certification.

Parents and guardians are permitted to appoint, in writing, someone else to accompany their son or daughter through the testing process; however, the appointed individual cannot certify the practice hours. Any such appointment should also include a certification of the practice hours by the parent or guardian, using the wording on the score sheet relating to the practice hours. The certification statement is also available on the last page of the *Driving Skills Test Study Guide* (SOS-360). A parent or guardian must sign the statement and the organization must file the statement with the applicant's test records.

If the certification of practice hours is not obtained, the skills test cannot be administered and the test would be reported as a document failure.

Expressway lane changes not required on CDL tests

Applicants are no longer required to perform lane changes on the expressway portion of the CDL skills test. When preparing the back of the score sheet, examiners should cross out the "Lane Changes" scoring elements in the "Expressway" section. Expressway driving will continue to be included on test routes (where available). The examiner will score the "Merge On," "Expressway Straight" and "Exit" elements. Urban and rural lane changes will continue to be required, scored elements. The procedures for scoring and tallying points have not changed.

Coach/Transit bus tests

The "Coach/Transit Bus" section of the CDL score sheet should only be used if the suspension, steering, and brake components on the vehicle are not visible. If these items can be viewed from outside the vehicle, the "School Bus/Other Bus/Truck/Trailer" section must be used. If you have questions regarding a specific type of vehicle, contact your assigned analyst before administering the test.

Third party testing info online

The Secretary of State's Web site includes third party testing information, such as the third party testing manual, bulletins, and forms. To access this information, go to the Secretary of State's home page, www.Michigan.gov/sos. Click the link "Driver License & State ID," then "Driving Skills Testing."

Report: program statistics

The tables below include various TPT program statistics. Table 1 presents the change in the number of organizations, sites and examiners between the beginning and the end of Calendar Year 2009. Table 2 compares skills tests reported for the last six calendar years; the number of auto tests increased slightly in 2009, while CDL and motorcycle tests decreased significantly. Table 3 shows the average failure rates of examiners in 2009, which designated representatives should use to compare their examiners' failure rates against the state averages.

Table 1. *Changes in third party testing program inventory in 2009.*

	<u>January 2009</u>	<u>December 2009</u>
Testing organizations	173	168
Auto	157	153
CDL	82	78
Motorcycle	84	80
Testing sites	352	340
Auto	284	274
CDL	130	125
Motorcycle	115	112
Examiners	448	427
Auto	387	372
CDL	155	141
Motorcycle	158	143

Table 2. *Number of skills tests reported by third party testers, 2004-2009.*

<u>CY</u>	<u>AUTO</u>	<u>CDL</u>	<u>CYCLE</u>
2009	179,988	14,663	9,502
2008	175,808	17,686	15,349
2007	198,645	20,565	13,313
2006	200,995	21,369	11,651
2005	200,956	22,289	12,586
2004	223,220	17,876	11,460

Table 3. *Failure rates (percent) of skills tests reported by third party testers in 2009.*

<u>FAILURE TYPE</u>	<u>AUTO</u>	<u>CDL</u>	<u>CYCLE</u>
All reasons	19.1	19.3	11.1
Performance	15.9	17.9	10.2
Document	2.3	0.9	0.8
Equipment	1.5	0.9	0.2
Inspection	----	7.9	----
Basic control skills	7.8	7.4	10.2
Drive	8.8	3.6	----

Sanctions

Breaches of the third party testing agreement by an organization can result in sanctions or cancellation of the agreement. Following are some incidents that took place in 2009 resulting in sanctions against organizations.

- ◆ A CDL examiner did not require an applicant to “walk around” the vehicle and point out the equipment components when the examiner administered the vehicle inspection test segment.
- ◆ An examiner failed to record a facilitator’s name on score sheets for a large number of tests.
- ◆ A designated representative issued skills test certificates to an examiner without first requiring the examiner to account for certificates that were previously issued to the examiner.
- ◆ During an unannounced inspection, an organization was unable to produce required records, including score sheets and certificate issuance logs.
- ◆ An examiner altered and used a driving test route without department approval.
- ◆ An examiner regularly entered an estimated driving test score on the score sheet instead of tallying the scoring errors marked on back.
- ◆ Three examiners who are also certified as driver education instructors tested persons to whom they gave behind-the-wheel driver training.
- ◆ An examiner regularly failed to obtain certifications from parents that a teen applicant had accumulated a total of 50 hours of practice time, including 10 hours of nighttime driving.

Reporting crashes

Testers are required to report any crash or accident that occurs during a test, such as those listed below:

- ◆ The test vehicle collided with another vehicle.
- ◆ The test vehicle struck a pedestrian.
- ◆ The test vehicle struck an object on private property resulting in damage to the vehicle or property (excluding the tester's cones, poles and cables).
- ◆ The test vehicle struck a sign, fixture or other object that is legally upon or adjacent to a roadway, resulting in damage to the vehicle or property.

The report must be submitted by e-mail within 24 hours to **ThirdPartyTesting@Michigan.gov**. Include the following:

- ◆ The date of the incident.
- ◆ The type of test.
- ◆ The full name of the applicant.
- ◆ The examiner's name.
- ◆ If anyone was injured (report number of injured).
- ◆ If there was damage to any vehicle, private property, or public property, including signs and other fixtures.
- ◆ The location of the incident.
- ◆ A brief description of the incident.

Required notices from testers

Organizations must report in writing certain changes regarding their business. Some common changes that must be reported are described below. Notify your assigned analyst by e-mail and copy **ThirdPartyTesting@Michigan.gov** (not case-sensitive).

- ◆ Change of location or mailing address of place of business.
- ◆ Change of phone number for the business or any testing site (including fax number).
- ◆ Change of e-mail address.
- ◆ Examiner unavailable: report if an examiner will not be available to test; e.g., medical leave or extended vacation.
- ◆ Changes at testing site location: report changes at the testing site that may affect testing; e.g., new structures, resurfacing, traffic patterns, or possible hazards.
- ◆ Changes on testing route: report changes on a test route that may affect testing; e.g., added traffic signals at scored intersections, new lane configurations.
- ◆ Changes in availability of testing at a site: report if your organization cannot regularly offer testing of all approved disciplines at a site.

If you do not receive a response confirming receipt of your notice within two business days, call your analyst. Review your third party testing agreement and manual for other situations that may require notification.

Improved tester listings

Third Party Testing Section (TPTS) maintains two lists of testers--one for the entire state (TPT-031) and one for the Detroit Metro area (TPT-031A). The lists were previously printed in Lansing and distributed to Secretary of State offices, where they were handed out to customers. TPTS also maintains the *Driving Skills Testing Locator* on the Secretary of State's Web site at **www.Michigan.gov/sos**.

The TPT-031 and TPT-031A are no longer printed for distribution. They will be maintained and updated on the Secretary of State's Web site, along with the *Driving Skills Testing Locator*. Secretary of State office staff can download and print the documents, as needed, to distribute to their customers. The lists now include the types of vehicles available for rent at each tester.

TPTS mailing address

Third party testing organizations should use the following addresses to send correspondence and reports to the Driver Programs Division. Use of other addresses, or sending correspondence to the post office box designated for monthly reports and score sheets, will cause delayed, returned, or misdirected mail.

The United States Postal Service (USPS) mailing address to be used for all correspondence **except** monthly reports and score sheets is:

Michigan Department of State
Bureau of Regulatory Services
Driver Programs Division
Lansing, MI 48918

The USPS mailing address to be used for monthly reports and score sheets **only** is:

Michigan Department of State
Driver Programs Division
P.O. Box 30163
Lansing, MI 48909-7663

If you choose to use a commercial delivery service (FedEx, UPS, etc.) to submit monthly reports, score sheets, or correspondence, use the commercial delivery address below. (Please be advised USPS will **not** deliver to this address.) The commercial delivery address is:

Michigan Department of State
Driver Programs Division
Richard H. Austin Building, 3rd Floor
430 W. Allegan Street
Lansing, MI 48933

Questions and answers

Third party testers and examiners regularly contact the Third Party Testing Section with questions. The following questions and answers are being shared to provide guidance for all testers and examiners.

- Q.** *Third Party Testing Section notified us that Driver Skills Test Certificates (TPT-010) issued on or after November 1, 2009, expire 60 days after issuance, except for those issued to customers under 16 years old. Does this change affect certificates issued before November 1?*
- A.** No, certificates issued before November 1, 2009, are valid for one year from date of issuance. Remember, examiners should draw a line through “one year” on the certificate issued to a customer over 16 years of age and write “60 days.” Certificates issued to customers under 16 years of age expire 60 days after the customer’s 16th birth date. The examiner should draw a line through “one year” and write the date that is 60 days after the customer’s 16th birthday. Always inform the customer of the reduced validity period.
- Q.** *May third party testers test customers who wear a telescopic lens?*
- A.** Customers who have been prescribed telescopic lenses must be road-tested by a Driver Assessment (DA) analyst. Third party testers are not qualified to assess a person’s ability to use these lenses or to recommend appropriate license restrictions. Advise the customer to call the department’s toll-free number, 1-888-SOS-MICH (767-6424), to schedule a road test with a DA analyst.
- Q.** *We conduct CDL testing, so we are required to submit our weekly CDL testing schedule on the Friday preceding the week. We will be closed on Friday. Can we submit the schedule on Monday?*
- A.** Only if the schedule would be submitted before 8 a.m. on Monday. CDL testers may submit a schedule on the last day they are open before the schedule week. A tester who is closed on Friday may submit the schedule on the preceding Thursday. When submitting the schedule, the tester must report they are submitting early because they will be closed.

Social Security numbers

The department considers Social Security numbers to be “highly restricted personal information.” The department does not require an examiner to review a testing customer’s Social Security card or to record a Social Security number on the score sheet or other testing records.

While testing organizations may be required to have records of examiners’ Social Security numbers for business purposes, the department does not require that the number be recorded in testing organizations’ third party testing files or reported to the department. Organizations should not submit any document to the department that reveals an examiner’s or a customer’s Social Security number.