

ESHB 1635  
Reducing Wait Times and  
Driver Training School Examining

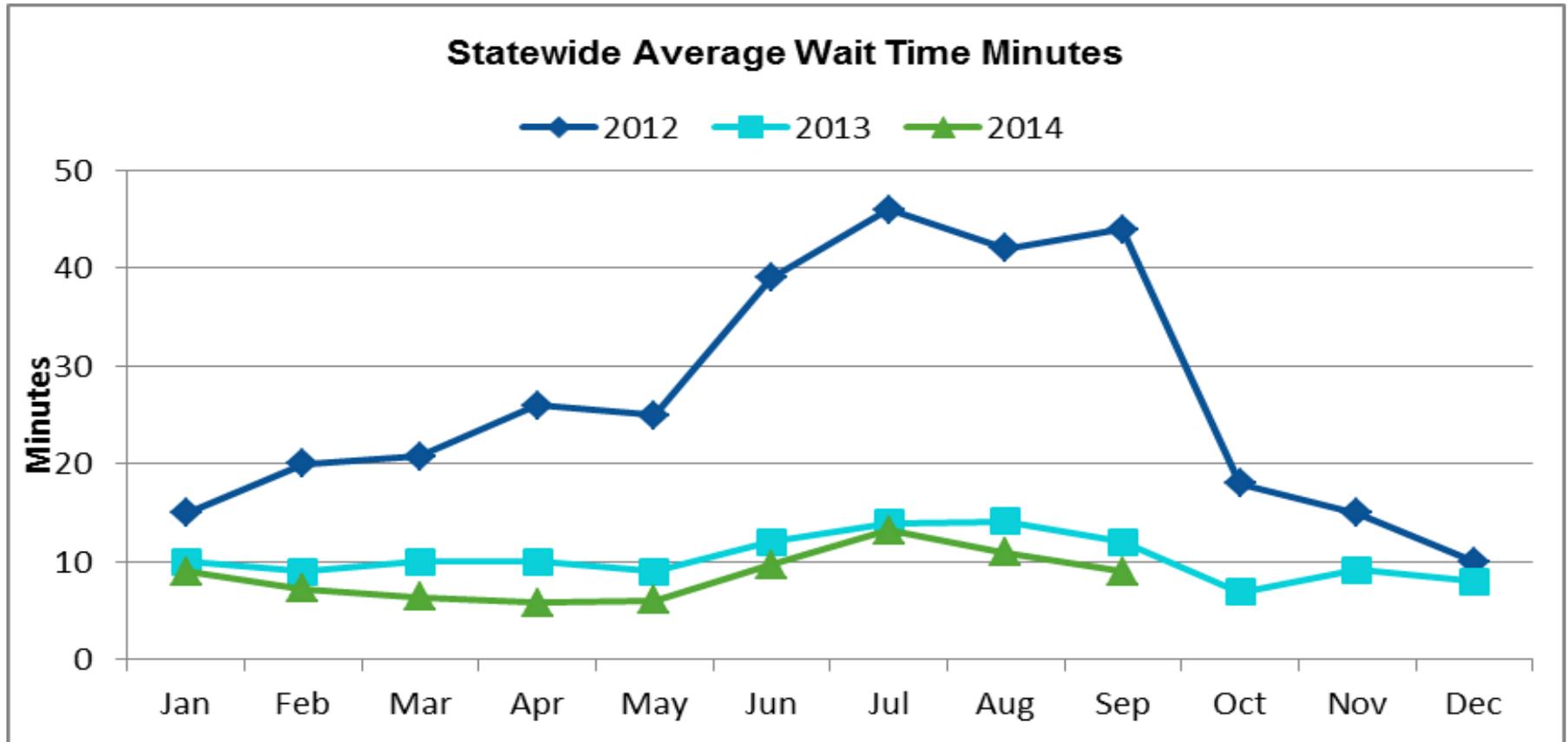
Joint Transportation Committee

October 16, 2014

- Passed in 2011, authorized DOL to move examinations to commercial driver training schools and public school traffic safety education programs
- Fully implemented statewide in 2012
  - 440 licensed commercial driver training schools
  - 84% of commercial schools give exams
  - 55% of public schools give exams
- Reallocated 5 driver licensing office positions to Business & Professions Division to support commercial driver training school programs

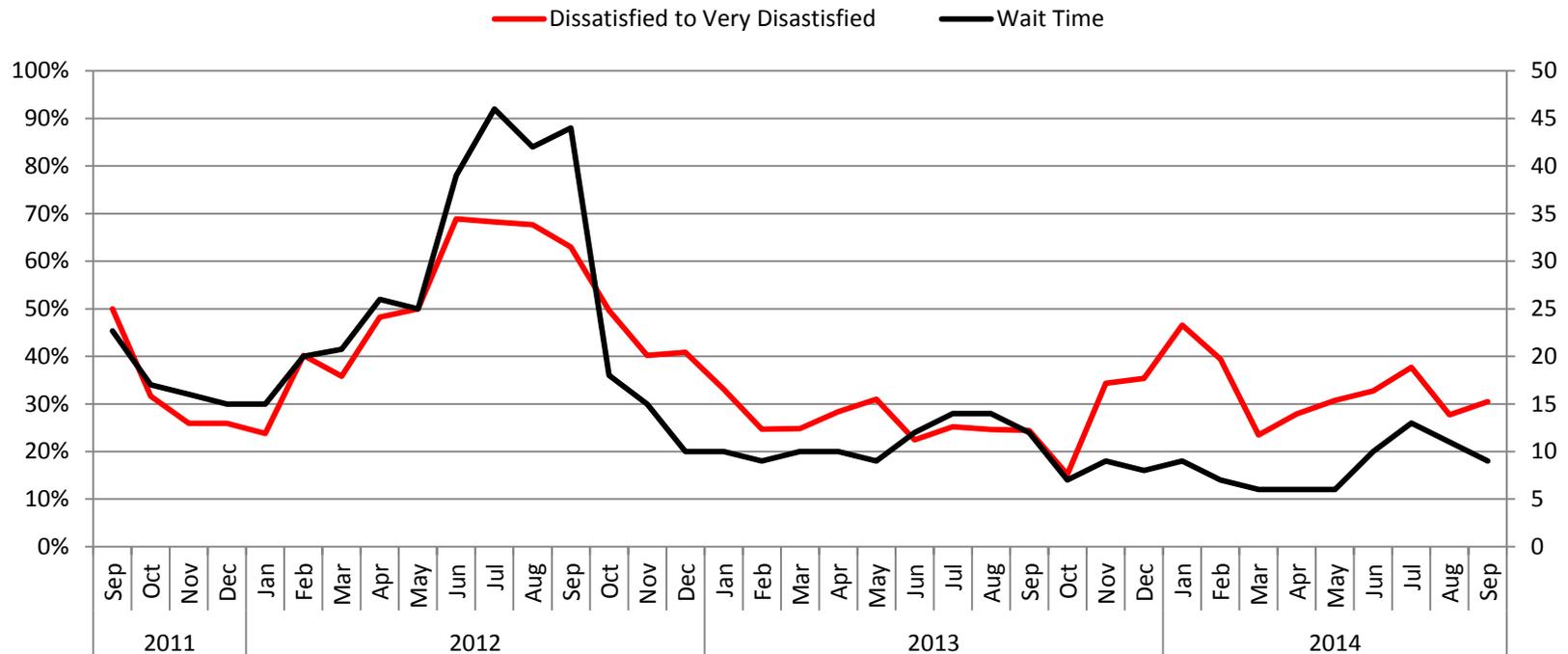
# Wait Times Are Down

Reduced customer wait times at DOL offices



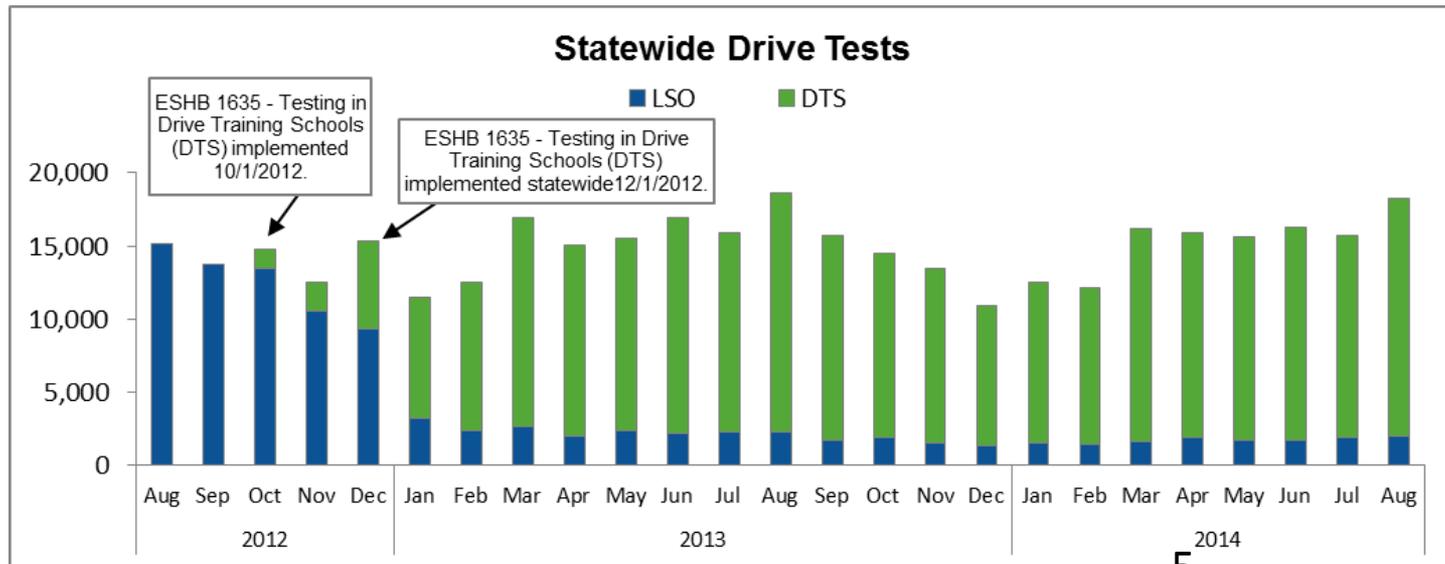
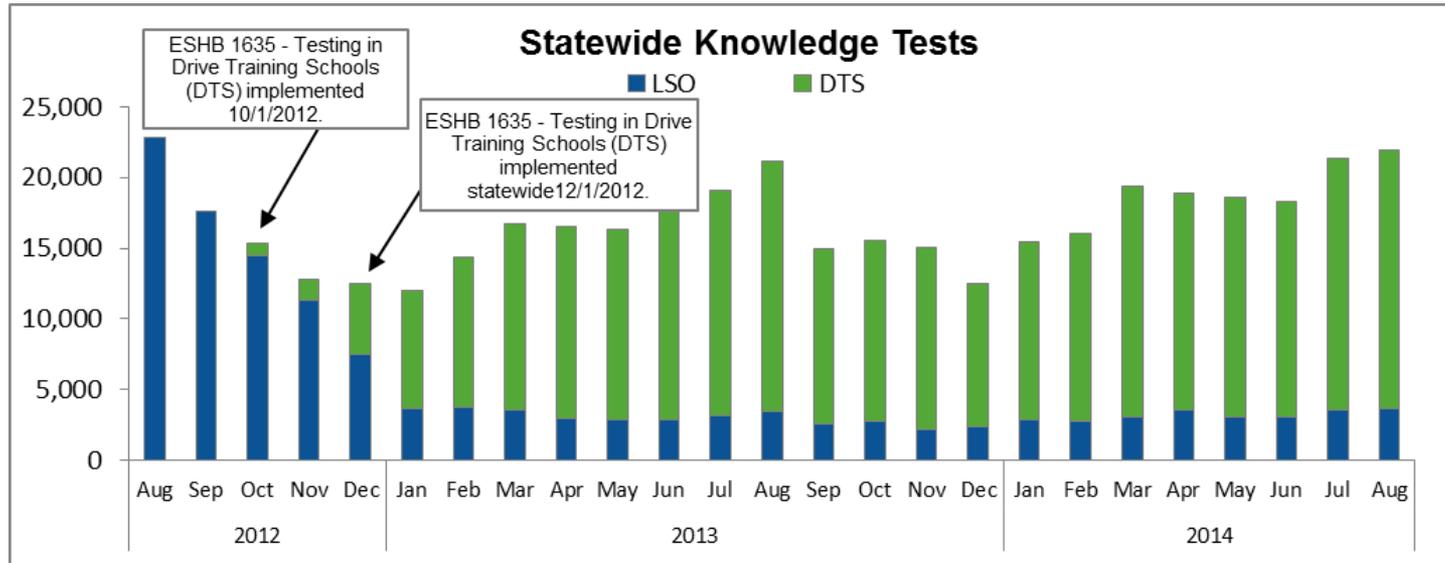
*King County rollout in Oct. 2012; Statewide in Dec. 2012*

## Responses to In-Person Customer Satisfaction Survey "What is your overall satisfaction with the Department of Licensing?"



More in-person customers tend to seek out our voluntary, online survey to give negative feedback when wait time goes up.

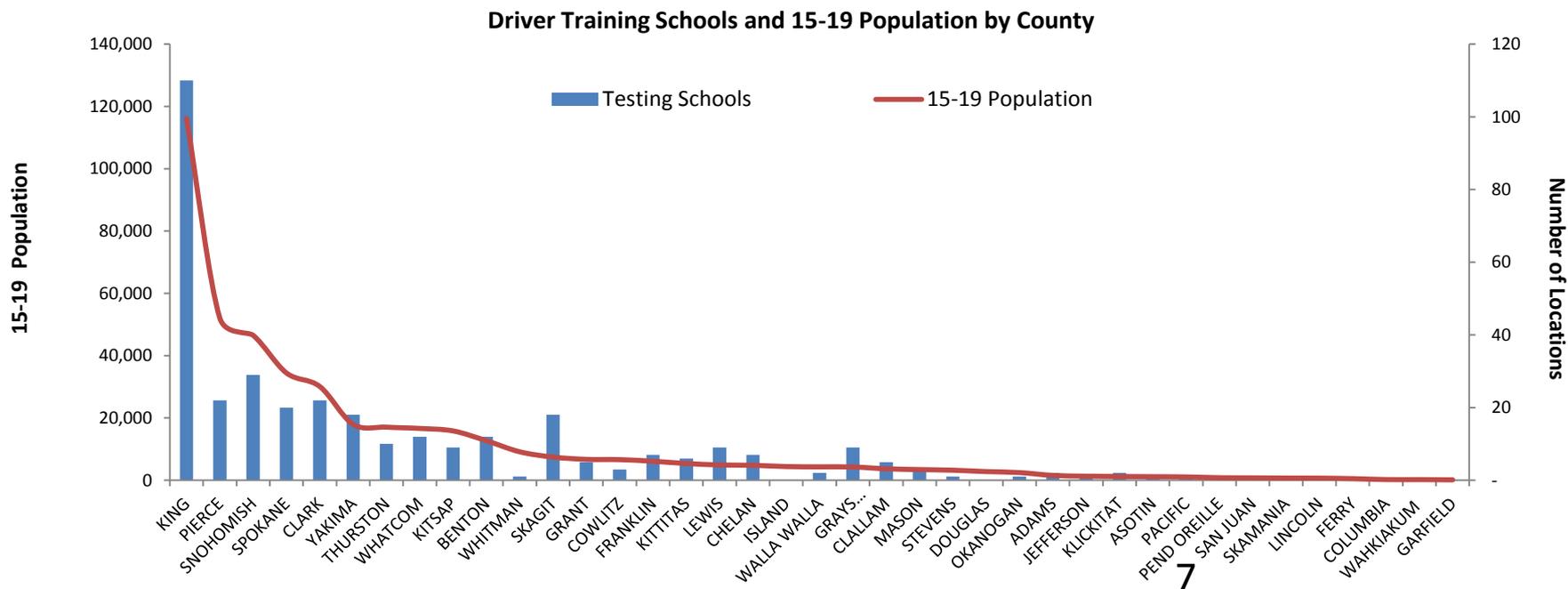
# Testing Workload Has Shifted



- **DOL review focused on the following areas:**
  - Statewide coverage of drive training test sites
  - Effectiveness of driver school licensing, contracting, education and enforcement practices
  - Qualifications and continuing education requirements for instructors and testers
  - Knowledge and skill test quality
- **Findings are driving significant improvements**
  - Master Examiners program to improve instructor quality
  - Improving our online process for license applicants
  - Increasing staff resources internally for audits

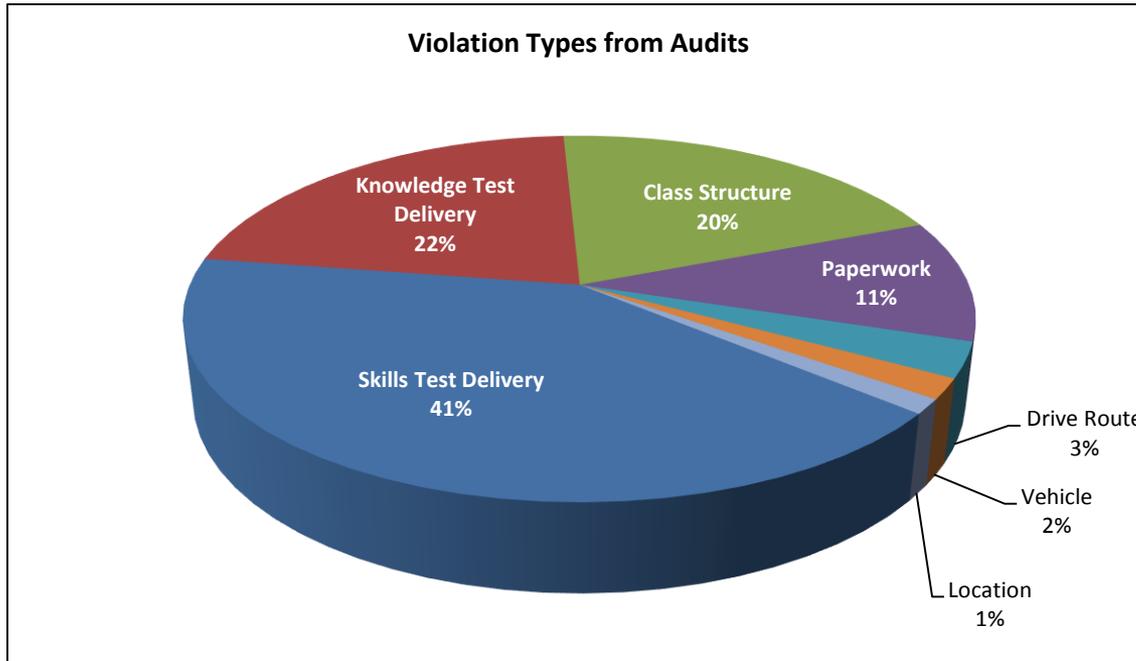
# Statewide Coverage

- DOL looked for examination coverage gaps based on distance, population or demand
- Most counties have enough capacity
- Supply is aligning with market demand based on our measurements
- DOL continues to monitor data and public feedback



- **Staff time required to bring the program online**
  - Rulemaking activities and model contract development
  - Licensing and contracting processes
  - Technical assistance
- **Staff time required to support new commercial driver training schools**
  - More schools than anticipated applied for licenses
  - Curriculum review and on-site drive route audit
  - More violations and enforcement actions
  - Educating new licensees
- **Annual audit requirements and workload**
  - DOL reviews training routes and school curriculum
  - DOL rides with examiners to ensure tests are delivered correctly
  - Currently facing an audit backlog

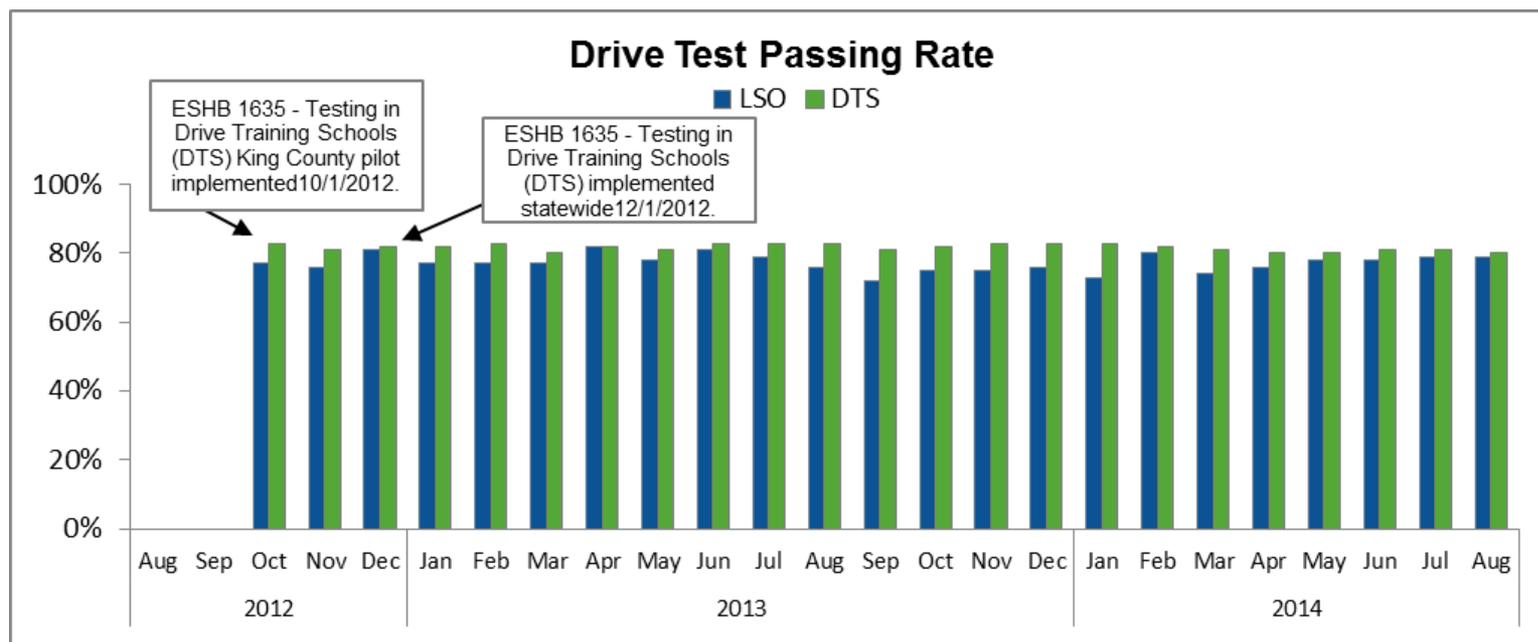
Average Annual Compliance Actions			
	Audits	Violations	Investigations
Pre-HB 1635	419	159	26
Post-HB 1635	462	290	33
	⬆️10.3%	⬆️82.4%	⬆️26.9%



*Most violations come from knowledge and skills test delivery.*

*These violations include a range of issues, including an examiner failing to properly test on all required elements during the drive (skills) test.*

- Driver training school instructors and examiners held to same standard as DOL staff
- Classroom and behind-the-wheel training
- DOL reviews test scores to identify training needs



- **Additional training through Master Examiner program**
  - Each driver training school must have at least one
  - DOL providing intensive training course
  - Over 200 individuals trained
- **Increased technical assistance and audits**
  - Conducting more risk-based audits
  - Utilizing technical specialists in other program areas
  - Resolving the audit backlog in FY15 with internal resources
  - Increased education efforts for schools are reducing violations
- **Reviewing training and testing requirements**
  - Conducting a comprehensive review of curriculum and testing
- **Program accessibility**
  - Requiring schools to provide more information on its website
  - Adding additional resources to DOL website for customers

- Wait times are down and customer satisfaction is up
- The private commercial driving school model is meeting market demand
- Based on DOL surveys, most parents and students are satisfied with commercial school programs
- DOL is focused on improving quality and compliance to address public safety and continuing to improve performance