

## RMV Driving School Webinar

June 19, 2020

Question	Answer
We have been invited to participate in a meeting with an open dialogue. However, we are “muted”.	All participants are muted; however you can submit any questions through this feature and will address them in the Q&A portion of the call.
Questions that I and others asked during the meeting on May 20th were never addressed or answered.	Thanks for the feedback. All Q&A that are posted on the <a href="#">RMV Business Partner Website</a> for your review.
Driving schools were made aware of most of the changes you made by receiving calls from parents that had received information BEFORE you notified your IMPORTANT business partners	As part of our rescheduling road tests process, we contacted students directly with a new appointment for a prioritized road test. Many of those students communicated this info to driving schools.
The RMV does not employ the appropriate number of road test examiners to meet the demand before the state of emergency. How many RTEs are available for driver’s license testing?	The RMV has a total of 47 road test examiners statewide that are available to administer road tests.
When do you add new appointments to your website to apply for a learner’s permit?	New appointments are added hourly, for scheduling two weeks in advance.
The after hours testing that we have been able to conduct have been going very well all the way around. We just need more examiners.	Thank you for your participation and feedback.
Will road tests be done in state vehicles as a permanent change?	For the foreseeable future, public road tests will be conducted in state vehicles, with few exceptions (e.g, adaptive vehicle).
Will SDR have a “special” stamp we can see other than state stamps?	No, the SDR is printed remotely by student (or parent/guardian). On top, the SDR is clearly labeled "NOT VALID FOR IDENTIFICATION"
Is there a way that we can change that individuals must book through a driving school, so we could all benefit? (time, chaos) the schools would book like a detail ....	We aren't changing the way road tests are booked. Students have the option of going online to book tests themselves, or they can ask driving schools to book tests for them
When will 18+ be able to make online permit appointments?	That functionality has been available since June 12.
So the SDR option is only for students that are eligible between March 1, 2020 and June 30th, 2020?	The SDR is available for eligible teenagers that turn 16 between March 1, 2020 and June 30, 2020.
Will their SA # on their SDR be the same once it becomes a permit?	Once the SA number is assigned, it will stay with student for permit/ID/license. However, the SA# will NOT be printed on SDR.

Can we still have the kids do observation time?	No. The Governor's Executive Order #39 allows for supervised driving to be done in lieu of observation hours.
So the SDR option is only for students that are eligible between March 1, 2020 and June 30th, 2020?	The SDR is available for eligible teenagers that turn 16 between March 1, 2020 and June 30, 2020.
Is the RMV scheduling students who are completing their Driver's Ed. Certificates currently? Can you schedule a new road test for students who were NOT cancelled due to the Pandemic?	We will only schedule customers that had their appointment cancelled due to the pandemic. New appointments will be made available once we have rescheduled everyone that were cancelled.
Is the requirement for one instructor, one student set in stone? Can there be an overlap to pick up and bring students home?	The <a href="#">guidelines</a> call for no more than two occupants in vehicle during road test.
If I have hired a new employee, can they observe in the car or can that 30 hours be waived?	Initial applicants for the Professional Instructor license can complete their required driving hours with a licensed driving instructor. The 30 hours of classroom can be completed as part of the online classes.
Do we send the waiver to the registry or are they kept at the driving school	If you are referring to the observation hours affidavit, these should be entered into the Driving School eServices Portal, and then kept on file for compliance.
I do not plan on letting the students drive with SDR. Will we be able to tell if it's an SDR VS a real permit. Driving schools are back logged and trying to service students whose 6 months has started	Yes, the SDR clearly states "NOT VALID FOR IDENTIFICATION" at the top.
What is being done to catch up on the back log for alternative hours road test?	We will do our best to work with schools to catch up on the backlog. We are looking at several options to eliminate the backlog as quickly as possible.
Can teens who turn 16 in the fall or last summer but do not have a permit be in the group for the learner permit appointment?	Yes. Online permits are available for everyone needing a permit. The process is to go on to myRMV and make an appointment at a service center for a permit. At appointment, the customer will be entered into the system, documents will be verified, image will be taken, and vision exam will be given.
All the SDR is going to do for driving schools is create more drivers when we can't take on more drivers due to being shut down for 3 months. most driving schools have a back log of driving to catch up on and do not need more studentd to drive with and if applicants have to go through all that process to get a SDR why not just get a permit. It would of made more sense if you	Thank you for your feedback and participation.

allowed the age to get an SDR 15 and 9 months and allow students to drive with parents and start the 46 hours of supervised parent hours.	
I heard negative things about the recent road testing. Individuals can't turn to look out the back window because of the plastic film that is in the car. Individuals aren't given time to get used to driving a new vehicle, skills (parallel parking) is different because it's not a car that was practiced in and RTE's are only allowing you to reconfirm any errors 1x.	Thank you for the feedback. Our process has not changed. Customers are still allowed to make two corrections during the parallel parking. For those using a state vehicle, we are allowing customers up to five minutes to get familiar with the vehicle.
And state vehicles took a large chunk of income from the driving school because it took away sponsorship and the use of our driver ed cars.	The RMV is complying with state of emergency and the Massachusetts' Reopening Advisory Board on <a href="#">guidelines for safety and best practices</a> .
What happened to allowing the driving schools doing the road tests?	There are many factors to consider when trying to come up with the most fair and equitable solution to providing safe road tests within the confines of a pandemic. The RMV is still exploring all options.
I use gototraining and it gives you the ability to add the final exam and grade it for you	Thank you for sharing and participating in webinar.
Can you go over how to document observation hours again in the portal?	The RMV recently sent an <a href="#">update</a> with steps to enter hours in the portal.
When can we start calling the call center to book road tests in Pittsfield?	Driving schools can call the RMV Contact Center anytime to book student tests in Pittsfield. Driving schools are limited to booking six tests at a time.
30 tests for every sized school is not fair for bigger schools and will increase the backlog for months. Instead of hurting the economy would the DOT ask the examiner union to consider allowing temporary self-certification with their auditing, virtual remote testing/auditing or at least hiring back retired examiners or many more new examiners?	We will take this feedback under advisement and work to support every school with their backlog. We will continue to explore options to mitigate the backlog of road tests.
Is the minimum # still going to be 20 students for the alternative road test?	Yes
Are the driving schools going to be able to use their vehicles for the road test?	Yes, for alternative tests. Public tests will be conducted in state vehicles.
WHEN THE AFFIDAVIT FOR OBSERVATIONS IS COMPLETED, WHO WILL TURN IN THE FORM? parent or school?	The parent/guardian attesting to the supervised driving hours must sign and provide form to the driving school. The driving school must enter the hours in the portal, and keep the affidavit on file.
Is the portal accepting less observations hours?	The portal has been updated to accept supervised driving hours in lieu of observation hours. Driving schools must have a signed affidavit attesting to the hours.

Do we just make up a date for observation hours	No, the attestation form must have actual dates and hours filled in and signed by the supervising driver. When entering into the Driving School eServices Portal, use the date the affidavit was signed to enter all hours.
Can you explain in detail how to clean/disinfect our vehicles between each driving.	We suggest you follow guidance provided by the governor's committee. (RV to add LINK to EO). We recommend you use disinfectants listed by the CDC and wipedown all high touch areas of the vehicle.
When will the Plymouth or Yarmouth Road tests be starting?	The Plymouth Service Center is conducting road tests now. Yarmouth will not offer road tests for the foreseeable future.
Should we be suggesting our new students get an SDR rather than a permit?	The RMV can't recommend what solution is best for new students, as there are pros and cons for both the SDR and the learner's permit. Keep in mind that even if a student gets an SDR, they will still need to obtain a learner's permit to start their six months of "clean" driving prior to road test.
We are still entering observation hours to certify? Why not just remove the observation column and allow to certify with 12 hours BTW?	Governor Baker's Executive Order #39 provided relief on the observation hours, and up to six hours of supervised driving can be done in lieu of observation hours, but those hours must be attested to and tracked.
An adult needs to get her learner's permit, So she would start on line then make an appointment with the registry?	It depends. For anyone that doesn't have a have a Massachusetts credential, yes, they need to <a href="#">start online</a> and make an appointment. If they have a Mass ID and have proven lawful presence, they can take the test online without making an appointment.
What is the guideline for in car training for new instructors?	Initial applicants for the Professional Instructor license will complete their required driving hours with a licensed driving instructor. This includes both behind the wheel and observation hours.
When can I start scheduling alternate exams? And can I schedule them in Yarmouth?	Alternative tests are available to be scheduled now. Yarmouth will not offer road tests for the foreseeable future.
I only have 1 instructor, am looking to train more and need to know how long it will take to certify an instructor	Initial online applications for Professional Driving Instructors are processed within three business days. The authorization letter is mailed out to customer as soon as the application is approved.
What is the cost for SDR?	There is no separate cost for an SDR. Students must take and pass the online learner's permit exam, which costs \$30. The \$30 fee also applies for subsequent tests for those who don't initially pass exam.

What about doing online classes going forward?	Driving schools can continue to conduct online classes until further notice from the RMV.
Well, my question, is regarding road test. As the rmv had rescheduled those road test, of customers who were canceled during the covid19. Most of my customers who were affected were scheduled without them even knowing they were. I suggest that rmv shouldn't make any appointment for the cancel road test, but can send or inform, them that they can call to make appointment.	Thank you for your suggestion and feedback. There was a significant backlog of road tests that needed to be rescheduled, and the RMV determined that the most fair and equitable solution was to reschedule those whose previously scheduled tests were cancelled due to the pandemic. All road test have been rescheduled and the schedule is now open for new appointments.
Will new instructors be able to take a test online	Not right now, as this transaction is currently not available. The RMV is working to determine if we can provide this option in the near future.
So with the SDR students can do lessons with a driving school??	Yes, an SDR allows supervised driving with a driving school.
For our online exam for drivers ed we use Classmaker which is very good it corrects the test immediately	Thank you for your feedback and sharing this information.
Can a student who is just getting their learner's permit now get a real id	Yes, for first-time issuance of a Massachusetts credential, the RMV is issuing REAL IDs.
For the final exam, our driving school is using a designated testing website to administer the final exam after we uploaded it to that website. There are several differnt websites where you can create and administer a test online.	Thank you for your feedback and sharing this information.
How driving schools can sponsor road tests during a week	Driving schools can still bring their customers to take a road test, however, a state vehicle will be utilized for the road test.
When they have SDR do they need to take another permit exam in August?	No. To obtain an SDR, student must pass the learner's permit exam. Those who pass exam and get an SDR do not need to take another exam to obtain permit.
Do we still need 2 hours parent class for the driving education programs	Yes. Parent class requirement can be completed online.
How can a student get a learner's permit replacement in order to take a road test?	This can be done online <a href="#">through myRMV</a> .
This has been a very difficult for all. Thank you all for keeping us informed and your hard work!	You are welcome. Thank you for your participation and feedback.
Parent class that have expire during the covid-19?	If a student started their driver education class prior to March 2020, the Parent Class Certificate credit can be applied to student's record.
Will students be prescreened by the RMV examiner before weekend road tests at driving schools?	The RMV is prescreening students prior to any road test, including weekend road tests at driving school sites.

During weekend road tests will students be required to provide a paper application to the examiner? We would like to limit paper handling	Yes, a road test paper application is still required.
Parents have asked if the child has an IEP will the child get additional time during the online permit test?	Yes, the RMV will make accommodations for special situations, including those that require additional time because of special needs. Please email the RMV at <a href="mailto:rmvdrivingschools@dot.state.ma.us">rmvdrivingschools@dot.state.ma.us</a> with specifics.
How do I get a DEC done today with the students who are short on observation hours?	Once the parent/guardian provides the signed affidavit for the observation hours, driving school can enter information in portal and continue with the current process for certification.
Will driving schools be notified when road test can be booked before the day we can book them.	Yes
Can anyone take permit test online? Or is it just kids with certain birthdays?	Anyone can take the learner's permit exam online - start with application at <a href="#">myRVM</a> .
How do we check to see if a student is scheduled so we can answer the parents question when they call?	Students can check online or driving school can call the Contact Center.
What if one driving school has about 10 students for the road test, is it allowed for another driving school to work with them to fill up the 30 student Required max for one driving school	Yes. Schools can combine and collaborate to meet requirements for an alternative road test. However, schools must be approved by the RMV to participate in the alternative program.
I am the owner of a small school and not able to do Alternative Tests. Why are Alternative Tests being scheduled but regular Road Tests?	Appointments are available for both regular and alternative hours road tests.
Can we print the affidavit for observation from the RMV website?	Yes, by logging into <a href="#">myRVM</a> .
We use flexiquiz for the online final exam	Thank you for sharing this information.
How will schools enter completed lesson if they do not have a SA #?	Students will receive an SA number when they pass the learner's permit exam and obtain either an SDR or a learner's permit.
Do you anticipate any holes in the rescheduling for schools to be able to grab a test at a RMV location or is the first 60 strictly reschedules?	There will be available slots for road tests at RMV locations.
An email was sent addressing the protocols for Alternative hours last week. We need two vehicles in rotation	It is not required to have two vehicles, however the RMV recommends having two vehicles so that it will speed up the flow of doing road tests without any delay in waiting for the vehicle to be cleaned after each road test.
Most parents don't honestly complete the 40 hours... they will say anything and sign anything to get their student eligible for a road test.	Thank you for sharing this feedback. The RMV requires parent or guardian signatures, which are subject to perjury if falsified, to attest to them completing specific supervised driving hours.
How likely are we to get an Off Hours test? How backed up are you on these?	We will do our best to provide an alternative road test to every school that submits a request.

how will new instructor traineed complete the observation requirement?	Initial applicants for the Professional Instructor license will complete their required driving hours with a licensed driving instructor.
Is A/C use still banned?	Use of AC may circulate the virus if it is present. We recommend cracking the windows for clean circulation.
Is notary requirement waived for PDI renewals?	This requirement has not been waived. You must upload a notarized CORI form when applying online for the PDI renewal.
If a student shows up sick or came in contact with a covid 19 patient what is the school required to do?	The RMV suggest you follow guidance from the <a href="#">Massachusetts' Reopening Advisory Board</a> .
Since instructors are not allowed in car can parents just take students to the RMV for road tests?	Yes. Instructors are not allowed in car during road test because guidelines only allow for two occupants in a car. A driving school instructor can transport students for their road tests instead of parent/guardian.
With the sdr receipt they are not required to go to the rmv first. but once this expires they must go in with documents?	Yes, prior to receiving any Massachusetts credential, an in-person visit to the RMV is required to verify identity and prove lawful presence.
Does the executive order expire on 6/30 for this to be issued?	Assuming you are asking about the SDR, no. SDRs are available for eligible teenagers who turned 16 between March 1 and June 30, 2020, and are valid for 90 days from the date of issuance.
Is it mandatory for them to apply for a sdr?	No, students can apply for a learner's permit instead of applying for an SDR.
What is the difference between applying for the Learners permit on line and the SDR?	The SDR allows students to take online permit exam without coming into service center in person, and can start supervised driving hours as soon as they pass the exam. Learner's permit recipients must come to an RMV Service Center to provide identity and lawful presence. SDR does not count toward the six-month "clean" driving record required prior to taking road test.
Will the Modified Observation requirement form be in a fillable PDF?	Yes. You can access the form on the <a href="#">RMV website</a> .
Suggestion ... would it be easier for the driving school to hold onto the Modified observation form at their office and allow the driving school to add the required observation time to the students profile through the driving school RMV portal?	Thanks for the suggestion. What you described is the current process.
How about make a REAL ID announcement as well as other RMV online services and individual RMV profiles as part of the required Parent Class program	Thank you for your suggestion. We will take this under advisement and consideration.

How about making a youtube video for parents about the current RMV changes and policies. Everybody uses youtube	Thank you for your feedback and suggestion. We will take this under advisement and consideration.
Can you address driving schools are now able to use their own cars for Road Tests?	Driving schools can provide vehicles for road tests for alternative hour road tests only.
How do we certify students today through the portal that have not completed their observations?	You must obtain the signed affidavit attesting to the supervised hours done in lieu of observation hours. Then you can enter the hours in the portal.
Will state test vehicles at the RMV be the new normal for the future?	Currently, that is the new practice. It's hard to predict if/when this situation may change, as there are a lot of variables.
Is the 2 year driving school expiration extended? If so, how long?	The RMV will assist any student who needs an extension on their Driver's Ed Program during this state of emergency. Please forward a request for extension with the student's information: name, DOB and permit number to <a href="mailto:rmvdrivingschools@dot.state.ma.us">rmvdrivingschools@dot.state.ma.us</a>
How are state vehicles being funded? If they are long term, this takes away from driving school business of car and sponsor for the road exam. What can schools do to accommodate the loss of revenue?	State vehicles are on loan from the Massachusetts Department of Transportation. This is a temporary measure to help the RMV and and the Commonwealth manage through the pandemic. If this results in revenue loss for driving schools, we apologize, but the measure for the schools was put into place for safety of our constituents and instructors. Recouping any loss in revenues would be an individual business decision
Will the insurance companies cover a person who is driving with the SDR	The RMV cannot answer this question definitely, as insurance management is not in our scope of responsibilities. We suggest you contact your insurance company or agent.
Is there a way to see if our students have a re scheduled lic test	Yes, students can check online.
We have alternative road tests on weekends at our school, how do we request that we are open to weekdays after hour road tests as well?	Please send an email to the RMV road test inbox: <a href="mailto:Roadtest.Registry@dot.state.ma.us">Roadtest.Registry@dot.state.ma.us</a>
In the last webinar, you all spoke of 3rd party examiners to boost up the backlog. However, you have no reduced our capacity from 60 to 30 students so therefore you have DOUBLED the backlog.	Thank you for the feedback. We are only limiting schools until we have ramped up the alternative road test program.
Has the RMV considered allowing alternative road tests based upon size of school and how many drivers education certificates they process? This is penalizing the larger schools based upon the current guidelines	We are considering every option to allow all schools to do more tests.

How long is executive order in effect?	Executive Order #39 is in effect from June 12, 2020, until the earlier of August 12, 2020 or the date on which the state of emergency is terminated.
Can adult make a learner's permit at RMV? Is the process will be the same as it is for Teens?	Yes, the process is the same, and you must start online at <a href="#">myRMV</a> .
How are driving schools giving online finals during drivers Ed?	The driving school will determine how best to administer the online final exam to the student.
How much notice did permit holders get for their rescheduled road test?	Depending on the date the appointment was rescheduled, customer received a week to several weeks' notice.
Are road tests allowed to be done using driving school cars? And are you using 3rd parties to conduct tests?	All public road tests will be conducted using state vehicles, unless there is an extenuating circumstance (e.g., adaptive vehicle). Driving school vehicles can be used for alternative tests, and they will have to clean their vehicle(s) at the road test location in between tests. We are not currently using third parties to conduct road tests.
Comment: I believe if drivers ed goes online after this time period, the RMV should create and administer its own online class to have one state wide program if it is online.	Thank you for your feedback and suggestion, we appreciate it.
if a student had a roadtest in May and cancelled their own roadtest because of the pandemic, will the RMV give them priority when rescheduling their roadtest	Yes, everyone whose test was canceled from March 16 through May 17 has been given priority.
If you copy your questions to a google form, you can create an online final exam that grades multiple choice and true false questions automatically. fill in the blank and essay questions have to graded manually	Thank you for sharing this information.
Here is a question i get all of the time and i would like a reasonable answer to give people. if everything is done by appointment why aren't all of the offices open?	Due to the pandemic, we are trying to balance necessary in-person transactions with available staff at centralized locations. There are significant requirements added to operations of an open service center - such as ensuring staff is available and has not been exposed, regular cleanings and disinfecting, and consistent monitoring of multiple factors. The RMV has slowly and deliberately opened service centers, and will continue evaluating opening more based on customer needs and keeping with safety and social distancing standards.
Do you expect the people from martha's vineyard to travel to a remote location or is there some provision for testing on the island? summer is a	We are not offering road test in Martha's Vineyard. However, we will work with schools

very difficult and costly time for people to get off island.	that have a need for test in the islands to offer solutions.
I have been using a program called classmarker for the final exam. is the final score for each student sufficient our records.	Yes.
When will sponsors be allowed in the vehicle for road test?	The RMV does not have an answer to this question, and we continue to follow the guidance of the Massachusetts' Reopening Advisory Committee.
I am using face mask plus a face shield during all lesson and road test with a glove . thank you	Thank you for your feedback.
Can the form be docusign?	Assuming you are referring to the observation hours affidavit, the RMV will accept eSignature from a commercial product, including DocuSign.
When will new instructors be allowed to do their back seat hours???	Initial applicants for the Professional Instructor license will complete their required driving hours with a licensed driving instructor.
Is Alternative road tests for just cancelled test, or new tests too	Alternative road tests are for new tests.