

RMV Driving School Webinar, March 26, 2020

Webinar Question	Response
Are we allowed to do driving lessons/on-road training?	<p>We at the Registry do not feel that is our authority to determine. Our recommendation to you is to refer to the governor's emergency declaration about what are essential and non-essential services, the CDC recommendations, and that you as a business owner will have to make a determination that's best for you based on those. More details:</p> <p>https://www.mass.gov/info-details/covid-19-updates-and-information</p>
When do you think we will be able to start Drivers Ed Class in Schools and our office?	<p>Our recommendation is that you as individual business owners would have to make that determination based on the CDC guidelines and what the governor's state of emergency declaration has indicated. In addition Mass.Gov has a COVID-19 Resources and Guidance for Businesses web pages that provide support and direction to businesses or small businesses in Massachusetts.</p> <p>COVID-19 Business Resources</p>
Can students from another school attend online classroom and transfer to another school to finish their in-car instructions?	<p>Policy right now is for a student who started classroom to finish that classroom or those classroom modules with the school that they started with. If they are completed the online classes with one school, then they are eligible to transfer to another school for the on-road portion. So there's been no change in that policy.</p>
Would we be able to offer FINAL exam online in compliance with social distancing?	<p>Yes. On April 6, the RMV sent out guidelines and criteria for hosting online classes and final exams online in the April Driving School Newsletter email, which can be found here</p> <p>Online Classroom Update</p>
Will smaller driving schools be notified when trying to accommodate road tests where we can do weekend road tests with larger schools	<p>Yes. Currently all road tests are cancelled through May 18, and the RMV will update driving schools on changes through email and on the RMV COVID-19 web pages.</p> <p>RMV COVID-19 Info</p>
Are new Potential Driving Instructor (PDI) examiner applications being processed and when will they be able to take the exam?	<p>Yes, we are processing examiner applications. They are available by appointment at the open RMV Service Centers. When you receive the letter from the RMV in response to an application, please bring letter with you to show the customer service representative. For PDI exams the RMV adopted enhanced cleaning practices in those machines used by different people throughout the day. We will limit the number of people in the room taking the tests on the terminal.</p> <p>www.Mass.Gov/myRMV</p>
How does the Governor's extension of school closure affect this timeline/extensions?	<p>As a result of the state of emergency and the Governor's extension, the RMV has cancelled all road tests through May 18. We continue to update our website with any changes.</p> <p>RMV COVID-19 Info</p> <p>Professional Credentials Extensions</p>
Is the RMV requiring driving schools to use ONLY one online meeting provider/process ?	<p>No, driving schools should determine what's best for them, as long as the curriculum is followed and monitored. On April 6, the RMV sent an update with some potential online solutions.</p> <p>Online Classroom Update</p>
Is the "rmvdrivingschools email" being staffed	<p>Yes. It is being staffed, but similar to all of you, we have social distancing restrictions and a rotating staff in certain circumstances. So please bear with us, there may be some ebb and flow in terms of how quickly we can respond.</p> <p>rmv.drivingschools@dot.state.ma.us</p>
Is there any talk on relaxing the 6 hours observation requirement through the summer to reduce the number of people in the car?	<p>We are reviewing the requirements and determining if any adjustments can be made. To date, we have not changed the requirements for observation hours.</p>
When is the next date I can submit for an alternative road test?	<p>Road tests have been cancelled through May 18. We will provide more detail about submissions when road tests resume.</p>
Can you keep us in the loop about safety precautions road test examiners will take if/when tests resume. Our on road instructors face similar challenges when they return to work and I would value your advice	<p>Yes. The RMV has similar challenges in that arena with the six-foot social distancing, and the concern that it's hard to do instruction in that close proximity of a car and feel that we're meeting the guidelines of the CDC and best practices. It would be also helpful if you as an industry come up with any best practices you're observing from many colleagues in other states or research you've done with us, because it may be something that we haven't thought of. Stay up-to-date by visiting our COVID-19 pages.</p> <p>RMV COVID-19 Info</p>

Online book classes temporary? What if you operate in a school building and it's closed longer than your temporary guidelines?	If you have internet access from home or another remote location, we suggest you conduct a virtual class from that location with internet access.
Would weekend road tests be available with the \$20 extra fee waived due to the cancellation of road tests?	At this time no decision has been made to waive the convenience fee.
Would it be possible for driving schools to have the option to schedule road tests through the school portal that we submit the completion certificate through instead of calling the RMV or having students schedule their road tests.	That functionality is not available right now.
I'm confused it is ok to have classes if they are less than 10 people?	The RMV is not going to make a determination on that. This is a business decision to be made after referring to the Governor's recent declaration of essential services and guidelines on gathering of people.
How are handling class and parent class sign in sheets?	For the schools that do not have an online service software provider, they can use an attendance sheet prepared by the instructor. Take attendance once the students log on to the classroom. The RMV suggests that you also take attendance at the end of each module and keep that list on file for auditing purposes.
If we start a virtual class are we able to complete it even though may be beyond the crisis as we need to be able to market and plan?	Online classes have been approved. Once you start a class online, you can continue until completion of all required modules 1-15. The RMV will be sensitive to the needs of on-going classes when the emergency has ended and we will provide ample notification and time to revert back to classroom training.
Why does the student have to pay the licenses fee in advance if he fails the road test? If the student never returns for the road test, how is he able to get the \$50 back? Is the RMV still going to required the payment after resuming the toad test?	Any customer with a credit on their account will be issued a rebate if the credit isn't used.
We have a student instructor looking to go to the RMV for the PDI exam. Spoke to Leony yesterday but she wasn't sure	Appointments may be made for a Professional Driving Instructor exam online on the myRMV Online Service Center. www.Mass.Gov/myRMV
So if I heard correctly, only 8 branch offices will resume road tests?	Currently, all Road Tests have been cancelled through May 18. We are working on the plan to resume road tests, and will let you know about timing and locations when this is finalized.
If a driving school who decides to continue to operate and exposes a student to the virus will you prosecute them for violating their safety	That would be a violation of the Governor's order and may be referred to the Attorney General's office
Do you have any idea estimation of when you would ramp down the online component? Many of us have gone through an expense to set this up, will the RMV revisit online classroom after this crisis is over?	This remains an open issue until the extent and duration of the emergency is known. Current policy and regulation state "classroom." Online is a temporary measure to allow the continuation of your business and driver education of our customers entering their driving careers
Are you monitoring how some schools are greatly undercutting others in pricing the online classroom?	Professional Driving Schools operate under the regulation of the RMV for operation. Regulation does not address how much a school charges.
I am using Webex, which is not linked to Atlas. It does however create an attendance and activity log, would this be acceptable for attendance?	The Webex attendance log can be used as an attendance sheet that will support data entry in the ATLAS portal.
Would you guys be in touch with every school to keep us inform about new procedures due to Covid-19 for in-car instructions etc.?	Yes, we will send out email updates as we receive new information. You can also contact us via email. rmv.drivingschools@dot.state.ma.us
Can Drivers Ed students read the material from home, and come into the school, sign in and take the test and read the next material each day until completed?	They should follow the Governor's emergency order. In-person classroom and tests should not be conducted at this time.
Can the final exam be verbal instead of written exam for online classes?	If you have students that have challenges with literacy, we could potentially see how that would be a benefit. But not really sure what the impediment is of the verbal versus the online. Please email more specific info and the RMV will work with you to provide an acceptable solution. rmv.drivingschools@dot.state.ma.us
Can the RMV waive reregistration fees so schools can take their car off the road to save money on expensive insurance.	No, the RMV cannot waive reactivation (re-registration) fees. The RMV can't offer an opinion about insurance. Massachusetts law requires that a vehicle have active insurance to be registered. When insurance is cancelled, the vehicle registration needs to cease. The RMV suggests you discuss with your insurance agent/provider.
Future audits from compliance what will be the requirement to document student attendance.	Make sure you document attendance. Electronic proof of attendance is sufficient.

If/when we can finally resume the road test, will it be un-lawful to ask students whether they are tested positive on COVID-19 within 2 weeks of time; and if positive, will it be un-lawful to reject the candidate from taking the road test for the well-being of the RMV examiner, sponsor and the rest of students?	We have screening questions for service center visits to ensure safety, and you may also use similar guidelines from the CDC. You may take preventive measures such as face coverings, wipe-downs, gloves, etc.
For the safety of our staffs, customers and public, why can't RMV cancel all Road Tests until the state lift all restriction?	As information becomes more available and as the disease or virus spreads, we're going to have to react in terms of what's our best practices in how we operating. Right now, RMV has cancelled all Road Tests through May 18.
I'm trying to understand how license tests are being canceled per Governor Bakers rule of six feet distance. Yet it is up to the individual schools as to whether they drive or not? Isn't this legally contraindicated in the spreading of this deadly virus and if parents have concerns who at the RMV do they contact with questions?	The RMV is not going to offer an opinion on whether you should operate or not. You should refer to the Governor's list of essential services in the declaration of the state of emergency to make a business judgment of where you stand. We canceled road tests based on concerns raised from our workforce. You can email the RMV with further questions: rmv.drivingschools@dot.state.ma.us
Is there a limit on the number of students we can teach online?	Online classes must be kept to a maximum of 50 students.
As a driving school, I placed an order for disposable gloves with a national company. The order was accepted, then cancelled, citing urgent need in hospitals. I am concerned I won't be able to purchase protective gear for my instructors.	We are all faced with shortages, and we understand your concern. We can only recommend trying other avenues, following appropriate social distancing protocols, and conducting online training.
Should driving schools suspend off-hours requests for the month of April?	Yes, all road tests have been cancelled through May 18. We are in the process of trying to work through and determine what measures and protocols need to be in place in order for us to resume road tests.
Is there already a specific online syllabus that we should follow or this something that we need to come up with ourselves?	The approach we took for the policy adjustment for online classes is that Driving Schools and our business partners know what is required to be taught. And so we are trusting you as professional business partners that you will include the right content and information in the instruction that we're not taking things to approve for the online class.
Because of the backlog on road lessons as well, we sometimes have some students that by the 6th or 10th road lessons are ready to go on the road test. Is it possible during this time, to let the school decide when the student is ready that way they don't have to complete all 12 lessons? Just during this time.	No, a customer must have his/her Driver's Education certificate before the Road test. The RMV is not reducing the number of required hours. If you are referring to on-road lessons, not permissible at this point because of the Governor's order.
I'm not able to get into the portal	If you are unable to access the Driving School Portal please email our driving school box that is regularly monitored. rmv.drivingschools@dot.state.ma.us
The requirement for parents to take the parent class first before any road lessons possible to be lifted temporary? So that once we can start lessons again we can drive with students who have not been able to take Parent class because of the only essential service time period. Parents barely pay attention in class in person, from our experience at least, instead of encouraging "online parent classes" wouldn't it be better to waive the requirement that a parent "attend" before scheduling hours?	The law says that they parents need to attend, because everyone felt that parent involvement was really important, that parents should understand what is the status of their child's skill set and make the determination if they are ready to drive. This is a requirement that we're required to follow. Parent classes are allowed to be given online. This is a good opportunity to provide online parent classes while road lessons are not permitted.
I can't believe you would consider "absolving" the 100 question PDI test and allowing for someone who may know nothing about the rules of the road etc teach new drivers, over delaying the parent class.	The PDI test is required. Initial applicants for the Professional Driving Instructor will need to successfully pass the PDI test to receive this credential.
Once the emergency order is lifted, would you consider waiving the one trip and two hour per day limit to driving instruction time? Increasing the amount of time with one student will limit exposure between student and instructor. The virus is still going to be in the environment after the order is lifted.	Currently, the two hour per day driving restriction remains the same, but we will take this under advisement.
In the past the RMV was considering having driving school do road exam to help with the back load at the rmv, is that a possibility during this state of emergency	No decision has been made on that at this point in time. The RMV is working on a plan on how to best address reinstating road tests and to address the backlog.
If students were registered for a class but we move it to an earlier week online are the still required to be 15 years/9 months?	Age requirements have not changed.

<p>Will the North Adams RMV be opened for Road Tests starting when Road Tests resume?</p>	<p>All Road Tests have been cancelled through May 18. When we the RMV re-opens for Road Tests, the plan would be for them to be available at the limited Service Center locations that are open. We will continue to post updates online.</p> <p>RMV COVID-19 Info</p>
<p>Just wanted to provide feedback regarding the waiver for the 120 questions, for new instructors.</p> <p>I do not agree with waiving the exam for any potential instructor. As a matter of fact, I believe that they should have to answer 200 questions. Instructors must have knowledge of the rules of the road and they must be competent in safety and all</p>	<p>The RMV is not waiving the PDI exam for initial applicants. Applicants have to successfully pass the test with a score of 90.</p>
<p>If it helps the other schools, you may want to suggest they speak with their insurers about reductions without registering their vehicles. In the Livery industry, this was announced by multiple insurers on 3/18/20 so hopefully those insurers will help auto schools too.</p>	<p>The RMV can't offer an opinion about insurance. Massachusetts law requires that a vehicle have active insurance to be registered. When insurance is cancelled, the vehicle registration needs to cease. The RMV suggests you discuss with your insurance agent.</p>
<p>Has the RMV considered conducting online permit exams?</p>	<p>Thank you for the suggestion. We have in the past looked at that in a variety of ways. Technology has changed, but given the current environment we're in and not knowing how long social distancing and current guidelines will be in place, we will continue to consider what are our options for delivering services different ways.</p>
<p>What are your thoughts on the OBSERVATION time in the car? I know some states have temporarily waived it.</p>	<p>Observation requirements have not been waived and you should follow the Governor's order.</p> <p>https://www.mass.gov/info-details/covid-19-updates-and-information</p>
<p>DO you see them allowing other state workers who have no pertinent job to do help with the backlog of road tests on a temporary basis to avoid layoffs</p>	<p>We are considering all options that would alleviate the Road Test backlog in a fair and equitable way.</p>
<p>I know the online curriculum is temporary through this pandemic. Are there any talks of approving this in time to be done long term?</p>	<p>Not at this time.</p>
<p>What is the expected format for online classes? Is it through live meeting apps or an online course students do on their own time? Are there guidelines?</p>	<p>It is expected you will provide a virtual classroom experience for students. Sessions must be participatory and live, not a student accessing a recorded class. Track the sign in, confirmation of participation to support completion of class in ATLAS Driving Portal.</p> <p>Online Classroom Update</p>
<p>Besides the 100 question test for instructors, what about dropping/reducing the 30 hours of class time to get them certified.</p>	<p>The hour regulation for class time has not been reduced.</p>