

RMV Driving School Webinar, May 20, 2020

Webinar Question	Response
When we can start on the road lessons?	Based on the governor's reopening plan, road lessons are now permitted with restrictions in place. Please visit Mass.Gov website for details. Mass.Gov Safety Standards
Now in the state of Massachusetts if you take the motorcycle defense course you do not need to do a road test if you pass it the course, why can't we do the same for candidates that take the driver's ed course?	Motorcycle Rider Education Program enrollees have in-classroom training, on-course instruction, and then they are required to take a road test with a motorcycle rider examiner. Teen driving skills has been an important issue in Massachusetts for many years that resulted in the Junior Operating Law in 2007. So right now we are not going to waive the road test, but we are looking at alternatives of how we can deliver that service while keeping the requirement for testing the driving skills of someone prior to licensing.
It is not profitable to have our classes half full due to social distances can we be allowed to have the online courses until the end of 2020	We know that we need to support you in a way that you can be successful in delivering the important services that you are delivering. We are going to be very flexible and this is something that we will definitely consider and we will take under advisement. Until further notice, you can continue to schedule online classroom training.
I have an instructor that is 74 years old, cancer survivor, and has respiratory issues. Do I have to let her back to work at this time?	This is not a question that the RMV can answer. We suggest you consult any of the state resources on the Mass.gov website, including public health officials and in the labor relations arena. Mass Gov Website
Can we collect electronic signatures to avoid passing paperwork and pens to students once driving lessons resume in phase 2?	If this question is in reference to sign-in sheets, the RMV thinks this is a good suggestion and welcomes ideas from driving school partners on best way to collect signatures electronically.
How would be alternative road tests held from now on ?	We are finalizing a strategy for alternative-hours road tests which includes third-party examiners so we can enable more than just the Registry to deliver these services. Alternative-hours road tests are being scheduled now.
The driving schools will need to hire more instructors to help with the backlog. Can instructor tests be performed online or with the driving school on paper?	This seems to be a reasonable request that we can take under consideration.
I believe driving simulators would be helpful to allow driving lessons while distancing. There are motion simulators that allow many scenerio based situations that cannot be duplicated in actual driving.	The RMV Driving School Team has done some research and found that there is no jurisdiction that's using simulation technology to replace a road test, and the RMV is not at a point where we would consider this type of technology in lieu of a road test.
Can road tests be performed by driving schools to help the backlog?	This is an audience that we are considering as part of the third-party testing.
Will there be an on line option for students to earn a driving permit?	Yes, this option became available on June 10 for students that have already done their identity process requirements.
Can RMV extend 2-year completion requirements, due to state of emergency closure?	The RMV is committed to assisting our business partners during this transtional period. If you have a student that requires an extension on their Driver Education Program, please email the RMV Driving School Team with student's name, date of birth, and permit number. We will confirm approval after the request is reviewed. RMVDrivingSchools@dot.state.ma.us
Can we assume we will continue with on-line classroom. It's been very well received and we're receiving positive feedback from those that have participated. So, I would think there is no reason to discontinue at this point or even in the future as an alternative option.... Especially, since social distancing is still very relevant.	Yes, for now you should continue with on-line classroom training, and shouldn't hold up scheduling new classes online.

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<p>Most schools are losing at least half of the instructors in the foreseeable future to Covid-19 risk. That fact along with thousands of new and former students needing lessons and we are all facing how we can fill that void and provide 65 hours of training for new instructors (during a lockdown) to meet the huge backlog demand coming our way.</p> <p>With that in mind along with the fact that there are thousands of unemployed in the state, and we're hoping the RMV would trust its Driving School partners to temporarily test and certify new professional driving instructors while allowing half of the required 65-hour training to be completed within the following 6 months.</p>	<p>Currently, instructors are able to participate in the 30-hour classroom training portion online, and have been doing this in conjunction with student training. They will be able to complete the driving portion with students as well once on-road training is approved.</p>
<p>Why offer online classes if we can't get students in the vehicle for lessons? All that is going to do is create a huge backlog and put huge pressure on schools from students and parents to complete the course!</p>	<p>We are aware of the issue and are exploring options on how best to address.</p>
<p>Will ATLAS be updated to allow for the extension of credentials?</p>	<p>It depends upon what credentials. For driving school students, extensions on learner's permits and other individual credentials will be updated in ATLAS, but new credentials will not be issued. For professional licenses, extensions have been granted for 90 days after the state of emergency is over, and these dates will not be reflected in the system. Dates for these professional credentials will be updated in ATLAS system when credentials are renewed.</p>
<p>My public school driving instructor expires June 6, not sure how I will get my Cori form in?</p>	<p>Professional licenses and credentials have been extended for 90 days after the state of emergency has ended, so while we are still accepting and processing renewals, there isn't a requirement to complete renewals and/or upload CORI forms right now.</p>
<p>Will the permit test online be only given in English</p>	<p>No. The initial implementation for online permit tests, which began on June 10, is available in English, Spanish, Portugese, and Mandarin. We are working on offering more languages as well, with the goal of getting all the languages that we currently offer at RMV Service Centers to be offered in the online test as well.</p>
<p>Will the permit be mailed or can they print it out?</p>	<p>For those taking and passing the test at a RMV Service Center, they will receive a printed permit onsite. For the online permit testing, we are providing a printable version on the customer's record, so they can go into their RMV account and print. We are not mailing the permits.</p>
<p>So when you say remotely, that's a determined site set by the RMV or would this be at their house?</p>	<p>This would be at their house, or other places that someone has the ability to access their RMV account via internet.</p>
<p>I've heard the virus can travel through the cars AC and heating system making plexiglass useless. Any research to prove or disprove?</p>	<p>We can't comment on that. Any guidelines from the CDC and state heath officials would be the best way to get more information about this.</p>
<p>We have already ordered temp guns, masks and sanitizer. We have also ordered plastic for inbetween front and back seats. Can not do driver/passanger as we need to be able to grab the wheel.</p>	<p>That is a very important detail, and we appreciate the feedback.</p>
<p>How many road tests for D licenses have been cancelled?</p>	<p>Approximately 7,100 for publicly scheduled road tests. We also have a backlog of about 11,000 alternative road tests to schedule.</p>
<p>Will the student as well as driving school be informed of new road test date? Or will the driving school have to find out from student? If the driving school is not involved, we may not have a car available to take the child. We schedule all our student road tests to coordinate vehicles.</p>	<p>Currently, we are notifying those that booked road tests directly, and ask that you communicate with your students. We have also asked driving schools to provide lists of students that had a road test cancelled due to the COVID-19 pandemic, so we can also let schools know when those tests are rescheduled. For rescheduled alternative road tests that were booked by a driving school, that driving school will be asked to submit a list so that arrangement can be made for a group road test.</p>
<p>I see a lot of people taking temperatures before entering a place. Can a driving school take a forehead temperature before a student enters the car for practice in order to protect other students.</p>	<p>This is not a question for the RMV to answer. We suggest you consult state guidelines and also consider engaging parents.</p>

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if a plastic barrier is required is the RMV going to take on the liability of it what happend if there is a barrier caused crash, what if it rips or tears is the car shut down for the day? The Governor has the powers to pass a stay or waive to have the parents sign off on it	The barrier is not currently an RMV requirement or suggestion, but we were sharing a practice from another driving school.
Can we schedule a weekend road test for our driving school at no additional cost?	Assuming you are asking about the convenience fee, this fee will not be waived.
Would you consider using our empty classrooms for collection of permit paperwork.	Thank you for the offer, we haven't made any decisions on this.
How will we have access to when our students appts are can you just have the driving school contact you about their clients canceled test and group the schools test together. If you give appts out randomly it will be a scheduling nightmare for us to do our tests and do driving lessons with the huge backup we all have.	Yes, we will consider grouping the school tests together.
How are we supposed to put plexiglass up in the cars for appointments? What happens if instructor needs to grab wheel with inexperienced drivers? Seems pretty unsafe.	We aren't saying this is a requirement, but were sharing that a driving school had indicated they had installed a flexible plastic barrier as a method to encapsulate.
WE CAN USE AIR PURIFIERS IN THE CAR ALSO.	Thank you for this feedback.
Plexiglass will not work, it will restrict instructor to assist in case of emergency, also will not allow student to turn around and look back during reversing	Thank you for this feedback.
Will all locations have RMV vehicles available to students? Does it mean that students no longer needs to provide vehicles for the test?	Yes. The Registry is providing vehicles for students that have scheduled a test at the sites where RMV conducts road tests. For the alternative schedule model, we plan on using the driving school vehicles.
Would it make sence to be doing more tests at Driving schools where a car would be professionally cleaned before test and as you mentioned cleaned between tests safety equipment used of course and examiner would only be in 1 car during multiple tests vs dozens in a day.	Yes. We plan on using driving school cars for alternative tests.
How will you monitor if a student doesn't cheat on the permit test ?	That's going to be a challenge. The goal of the permit test is for students to understand the rules of the road before they start driving. So if they are learning the rules along the way, that's helping us. We had to make an adjustment on how we can safely deliver a service and that involves taking on some risks.
We train adaptive driving so would need to use our program vehicle we would require education on your cleaning protocols. We also ride along as sponsors to answer questions and support our patients with special needs and would hope to be able to continue this using PPE, QR, and completing health survey as needed.	Thank you for this feedback. We will contact you directly regarding adaptive driving. Other schools that have similar needs should email the Driving School Team. RMVDrivingSchools@dot.state.ma.us
In order to face the thousands of students and families needing road tests, would the RMV allow driving schools to self-certify until the backlog is relieved or consider video tests that along with gps tracking examiners can live test remotely or review for compliance at a later date?	We are looking at all options on the table to provide all the services that we can provide. We know that we are not going to waive the road test, and that there will be license credentialing process. Thank you for that specific suggestion.
Mike From Professional Driving Schools: We hear how the RMV is seeking to minimize THEIR exposure yet we are expected to have observers in our cars! This MUST be dealt with realistically and fairly.	We are looking at all processes in the program to ensure that students, instructors, and examiners are safe as possible and that we are in compliance with the law. We are exploring all available legal options in light of this and other similar concerns.
Do we need extra insurance for Covid 19 for lessons, is there a fee for the use of the state car on the test? Do we need to see the people on online classes?	Insurance is not a question the RMV can answer; we suggest checking with your insurance carrier/agent. We are not planning on a fee for use of car for road test. For online classes, yes, you need to see/view the participants for the interactive training requirement.
Are we able to send in our Instructor License Renewal now?	Yes. Note that professional credentials, including instructor licenses, have been extended for 90 days after the state of emergency is lifted.
Can the students who have not yet taken their permits, go to a AAA site to be "identified" so they can take the online test when available?	Thank you for the suggestion. The RMV and AAA are discussing options to support this suggestion, which would require additional training for AAA staff. We don't have a definitive answer yet.

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What accommodations will be in place for students receiving special education services? Will there be extending time given for students who receive extra time for testing on their IEP?	If this is related to the online permit test that would be a situation where that student could take a test in the RMV office and be given the extra time to complete.
Will be Driver's ed expired during lockdown extended?	If a student's Driver Education Program has or will expire during the state of emergency, the driving school should send a request for extension. Please provide student information including start date and information on any pending lessons required for completion and certification via email. RMVDrivingSchools@dot.state.ma.us
Can someone who lost his permit get a duplicate	Yes, this can be done online at the RMV's Online Service Center. Online Service Center
Someone (over 18) called me stating that they were told they can not do a virtual class with teenagers simultaneously. is this true?	No. Please refer to the RMV online classroom guidance from April 6. Online Classroom Update
The RMV is taking every precaution necessary for social distancing. Why is BTW lessons in phase 2. Doing BTW lessons we are unable to practicing social distancing. Do you think driving schools should have been in phase 3 for BTW lessons for everyone's safety?	The RMV is not making any determination on the phased reopening nor will the RMV comment on the various opening allowances in each phase. The Governor's Advisory Committee has stated that the goal of the phased reopening plan is to methodically allow businesses, services, and activities to resume while avoiding a resurgence of COVID-19, and approved on-road lessons for the beginning of Phase 2, which started on June 8.
Will the ability to give Online Classes be allowed all summer? If not, how far in advance will an expiration on online classes be announced.	Online classes will be allowed all summer. We will give ample notification prior to ending the online training option.
Will schools need to submit sanitation protocols to the RMV?	No. Sanitation protocols are left up to you as a business and should follow the recommended procedures as outlined by the CDC and the Governor's recommendations.
As you already know, people are constantly asking when they can take their permit test. Based on what was said today, you are planning on introducing an online permit testing option which won't be available until at least June 8th. How and when should we expect an update on instructions to forward to our customers who are interested in this?	The online permit test with instructions became available on June 10. Learner's Permit FAQs
Can a student currently convert a permit from another state.	Yes, please refer to the Driver's Manual. RMV Driver's Manual
As far as off hours road testing is concerned. Once everything is cleared to start, will the process resume as normal (2 week submission...etc) Will the first submission date be made aware to schools?	We are finalizing the alternative hours road test plan and will communicate the details as soon as possible. The RMV is currently scheduling alternative road tests with priority being given to those schools/students who had previously scheduled tests for the weekend of March 14 cancelled due to the pandemic.
Is the School liable for a lawsuit if an instructor gets sick?	The RMV cannot give legal advice or interpretation. You may want to consult with your insurance carrier/agent or lawyer for information about liability issues.
We are going to clean vehicles: door jams, secondary controls, steering wheels, gear selectors, etc. Students and instructors will be wearing masks. We will have hand sanitizer and wipes in vehicle.	Thank you for sharing; these seem like best practices.
Please describe further the clear plastic divider installed between the front and back seats in the car	The barrier is not currently an RMV requirement or suggestion, but we were sharing a practice from another driving school. Thanks for your concern, which we will take under advisement for review.
Will you allow students to transfer for driving lesson?	No, unless there are extenuating circumstances. We have not changed the student transfer regulations, and driving schools should continue to follow the student transfer policy.
All my instructors are over 65, what do I do now?	If you plan to train new instructors and need guidance please forward your inquiry to the RMV driving school email. RMVDrivingSchools@dot.state.ma.us
When will instructors in training be allowed to take the instructor exam?	Professional Driver Instructor exams can be scheduled at any time, and are available by appointment only through the Online Service Center or the RMV Call Center. Online Service Center
	RMV Contact Center: 857-368-8000

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Has the RMV decided not to continue off hour/weekend road tests at driving schools?	No. Alternative-hour road tests are be part of the RMV's road test plans, and these tests are being scheduled now. More details will be announced soon.
How should driving schools that are public high schools navigate resuming driving hours when they are permitted?	Pubiic high schools should consult with their respective school district for guidance in continuing driving lessons for their students
For road tests at RMV locations...why not let people still use own car instead of tying up Mass DOT vehicles, and have the examiner stand outside the car and give them instructions...similar to a motorcycle test?	We considered all options for road tests, and determined that the safest route was to provide state vehicles for public tests, and clean thoroughly between tests. The examiner needs to be in the car as the Class D test goes on public roads.
Will schools be able to hold the road tests at the school site as well? or the tests will only be held at the RMV site?	Yes, we will continue to do road test at the school sites.
I can do electronic sign in with google forms in my google classroom for virtual classes. Will that be acceptable?	Yes
When you say 3rd party examiners..are you referring to the motorcycle folks that conducted test years back when there was a backlog	Yes
The technology is already there for us collect signatures via our driving school software. Some schools have used it as a pilot program for behind the wheel instructor	Thanks for sharing this information.
Would you be allowing new schools to open and start working?	Yes. Please contact the RMV Driving School Team via email for specific steps. RMVDrivingschools@dot.state.ma.us
Will you allow students that started at our school to transfer to another school to complete lessons?	No, unless there are extenuating circumstances. Please email the RMV Driving School Team with details. RMVDrivingschools@dot.state.ma.us
You mentioned that there is a driving school which has separated the student and the driver compatment with clear plactic material. Can we adopt that too to enable us offer behind thw wheel?	This is a business decision in which the RMV cannot offer advice. However, we suggest you follow the Governor's guidelines for Phase 2 reopening that were announced on June 8.
Using MassDOT cars for road tests will take business away from drivng schools. What is the RMV planning on doing with students who need special equipment (i.e., hand controls) for road tests?	The RMV will provide accommodations for special circumstances. These students can use their vehicle/driving school vehicle that has the adaptive equipment.
Why can we reschedule our own road test for the ones that were canceled?	The RMV has to reschedule more than 11,000 alternative road tests. We feel the most fair and equitable way to do this is to prioritize the previously scheduled road tests prior to opening up the calendar for driving schools to request road tests.
Hate the plastic seperators in the car, Makes it more dangerous and does the [ublic have to bring their car with that material? Where do you buy the material? How much is this? Will this force the RMV to raise the prices of Road Tests using their cars? Simulators too expensive for D/E schools to purchase! We date dartes to let our instructors to come back to work, find new Instructors possibly and lead time to develop work schedules	RMV will use state-owned vehicles to administer all public road tests. The RMV will not raise the road test fee.
What about thermal temperature scanning, my school will require the temperature of each instructor before going out on lessons and from each student before entering our driving school vehicle.	Thanks for sharing this information. The RMV is not going to make recommendations or requirements regarding thermal scanning, but we encourage you to follow government recommendations.
Do you have timeline for the start of OFF-Site Road tests?	Yes, alternative-hours road tests are being scheduled now, with priority given to those schools/students that had tests scheduled for weekend of March 14 but were cancelled due to the pandemic.
Any consideration to waiving the road test and giving license with endorsements from driving school and parents?	No. The road test is required by law, and the RMV does not have the authority to waive this requirement.
if we are able to reopen for road lessons on June 8th why would'nt road tests start also	Road tests started on June 10 with rescheduling of tests that were cancelled due to the pandemic getting first priority.
Has there been discussion about the 30 hour classroom portion being held either in-class or online for July and August? Is that a driving school decision?	The RMV has made accomodations allowing the classroom portion to be conducted online, and these can be conducted online throughout the summer and until further notice. Online Classroom Update
Dissappointed that we do not have concrete dates to prepare and plan to get started again.	We understand your concern, but we have to follow the Governor's reopening plan.
Please clarify- simulators are not to replace behind the wheel. Is that correct?	Yes, that is correct.

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If you need 3 party testers what would be there requirements Thank you RMDS	Thanks for your question. We are working on those requirements and will announce them as soon as we have finalized and have the necessary approvals.
How are driving schools to record online student attendance? (Only through the portal?) How are finals to be administered and recorded?	Driving schools should take attendance at the beginning and end of each online class and confirm visually student's participation. Also, the login report should be printed and attach to attendance sheet.
If a student's Learner's Permit is about to expire or has expired, can this deadline also be extended?	Learner's permits have been extended. More details can be found at the RMV's COVID-19 info page, which is updated regularly. RMV COVID-19 Info
If this webinar finishes w/out U all answering then I will forwars via email. This seems a waste of time...sorry about that comment but that is how I feel and was hoping to pass more concrete info to our clients/parents. AAA's suggestion or idea of the plastic strips is not safe or practical. Call other states I have and no one is doing this methodology!	We are sorry you feel that way, and understand your frustration. We are trying to put forth the best practical solutions to an emergency that affects all aspects of life by following the recommendation set forth by the Governor.
Who approved online permit tests?	Online permit testing is within the RMV's statutory authority and we made the determination to approve based on the state of emergency.
Will ATLAS Instructor Expiration Dates be extended so that we can enter road lessons and classroom instruction???	Professional credentials have been extended by 90 days after the state of emergency is lifted. RMV COVID-19 Info
Please clarify- Are you saying that instructors from driving schools can now conduct their own roadtests? OR Are certain instructors being hired from particular schools to act as examiners for other student from other schools?	No, we are not saying that driving school instructors can conduct their own road tests. We are working on the plan for road tests, considering all options, and we will give schools as much notice as possible to plan for road tests.
Will ATLAS not let us enter information if our credentials are expired - will this be corrected?	Instructor licenses have been extended. The RMV did have a problem where the portal did not recognize the extension, but that has been corrected.
is there a way for driving schools to order class D manuals to provide students who are taking the online classes?	Yes. Please email rmvdrivingschools@dot.state.ma.us
The RMV told us that only live online classes were allowed but at least several schools have begun using automatic online products which are not taught by certified instructors and would expose most of the state's 300 schools to unfair competition from national companies with multi-million dollar online marketing platforms	All driving school are required to follow the guidelines for administering the online classes. Online Classroom Update
You mentioned a driving school that was able to create a plastic barrier around each person in the vehicle. How can we access this resource?	We currently don't have any recommendations. Driving schools can conduct research online for a resource that will meet their needs.
When will appointments be available for clients to verify identity at the RMV?	Appointments to verify identity at the RMV became available on June 10.
Just to clarify can we begin scheduling on-line classes in August	Yes.
Please clarify-If a student is not in the RMV system (most I assume would not be in the RMV system), would the student not be able to schedule their permit test remotely at home?	That is correct. Currently, students must meet the identity requirements and be in the system prior to being able to take an online permit test.
How will the RMV verify that a student doing an online permit test is the same student applying for a permit	Student's will self-verify; if they are taking the online test, they will be provided with an unique identifier along with instructions on how to log on to their myRMV account. Two-factor authentication allows access to that account and the permit test is only available to people who have previously been flagged by an RMV clerk. Pursuant to 540 CMR 2.06(5) Penalties - Generally under subsection 2: Anyone who cheats or attempts to cheat on a driver's license test, including a knowledge test, a test for a CDL endorsement, a skills test, a pre-trip inspection of a Commercial Motor Vehicle, or any other written or practical test required to obtain or upgrade a learner's permit or driver license shall be disqualified from holding any Class of driver's license or learner's permit for 60 consecutive days.
What if the test was scheduled through the Driving School Line?	Road Tests scheduled through the RMV Contact Center will be rescheduled and the student notified by email or letter.
DanubeNet software has added feature to sign the attendance on the Ipad/phone (sign in sheet), can we use this feature instead of paper sign in sheet?	Yes, you can use this feature. Thank you for sharing this information.

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To clarify, there cannot be partitions separating driver and instructor because instructor needs access to the steering wheel?	The barrier is not currently an RMV requirement or suggestion, but we were sharing a practice from another driving school. The RMV is not going to make any suggestions or recommendations regarding barriers.
What about the tests that the driving school scheduled? Will we be notified or the student?	Only the student will be notified of the rescheduled road test. We have also requested driving schools to send lists of students who were previously scheduled for road test that was cancelled so we can also inform school of the new test date.
We had an alternative test that was to be scheduled right before the pandemic hit but were told not to put the list in. Would these students not be in that first priority group?	Schools will have to prioritize their list for their student to be tested.
If students will print out Learner's Permit, than Requirement of ORIGINAL permit for Road Test on On-road instruction will be removed ?	Yes, that is correct.
Can we bring State Troopers back to do testing?	No, state troopers are not being considered for road tests.
If the student that road test was cancelled. Now to book another tes they have to pay 35 dollars ?	If a student paid their road test fee, he/she will not have to pay another road test fee.
This is not a question but a comment. We wanted to THANK YOU for your understanding and support of all driving schools in Massachusetts. As we are all well aware due to enclosed/confined space in car we increase our risk in spreading this deadly disease. This is impacting not only the compromised but the young and teenagers as well. Now is our time to educate our customers to avoid the spread of it. We appreciate your diligence in keeping all of us protected.	Thank you for being a good partner and for the positive feedback.
We applied for an off hours road test prior to the shut down, but were not granted a date yet - will we be included with the off hour reschedules?	Yes
Do we need to return the money to all the students that had road tests in dorchester since they will be taking road tests with rmv vehicle?	Alternative road tests will still be conducted using driving school vehicles. We can't comment on driving school fees for services.
How far in advance will driving schools be told we can begin scheduling alternate tests?	We are working on this plan and we anticipate an announcement in the very near future.
My Question also means offering multiple days just weekends to help catch up with those 11,000 tests so we could do many days with the extra safety	We are looking at all options to catch up with road tests, including adding extra days and third-party testers.
So the permit exams will resume on 6/8, assuming no delays in movement from Phase 1 to Phase 2. And to clarify, they would still have to go to a RMV branch to be identified to then be cleared to take the permit test online.	Yes, that is currently in place, subject to change.
Do not forget we have credit balances w/regard to after hours R/T!	Thank you for this feedback.
Given that the registry provides a vehicle for tests, if a driving school student schedules a regular weekday road test, and also wants the driving school car for test, is this possible?	Yes, in instances where the road test is being held at the driving school.
The Barrier does not allow the Instructor to see the dash with regard to what gear the student has the car in, what directional is on, and in case of an emergency situation getting to the wheel would be jeopardized!	The barrier is not currently an RMV requirement or suggestion, but we are sharing a practice from another driving school. Thanks for your concern, which we will take under advisement for review.
How delayed are new PDI from the RMV? Passed about 3 weeks ago.	We are up-to-date with PDI licenses. Please email rmvdrivingschools@dot.state.ma.us for assistance
Is the plastic barrier a must-have requirement in the car? I'm not sure if that was a suggestion or a requirement?	This is not currently an RMV requirement or suggestion, but we are sharing a practice from another driving school.
Are Driving Schools the only ones allowed to be sponsors?	No. Sponsors must be at least 21 years old, and need to have a valid United States driver's license with at least one year of driving experience. However, driving schools are the only ones that can be paid for being a sponsor, as it can be considered part of the driver education services.
When will they be hiring or working with 3rd party road test examiners.	We are still working on third-party testers and don't have a date of when they will be hired.
It sounds like we should have been sending in requests for alt RTs to reserve places over the last few months. We stopped submitting requests mid March.	Priority will be given to customers that had an appointment that was canceled due to the pandemic.

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I have 20 Road Test Cancellation when we can do it?	If the road tests were booked as alternate-hours road tests, you will be notified soon as they are currently being rescheduled. Otherwise, your students will be notified.
You stated that you do not know if you can make a customer wear a mask during a road test, so can schools make students wear masks during lessons?	This is not a question that the RMV can answer. We suggest using guidelines from the state of emergency and reopening plan. RMV COVID-19 Info Reopening Massachusetts
How does the RMV not know what students go with what schools for road tests when we have to give our information every time we book lessons?	While we can identify what driving school a student is with on a student-by-student basis, it is not attached to the record that contains their road test information if it isn't a bulk road test. We encourage you to reach out to your students and let them know your expectation that they will inform you of the rescheduled appointment. We are also looking into the feasibility of notifying driving schools when we reschedule regular road tests directly with students.
The law does not allow online classes, yet someone temporarily approved it. Why can't the same be done for observation?	Online permit testing is within the RMV's statutory authority; waiving in-person observation hours is not.
Those using plastic dividers are actually creating zones that can "trap" viral microorganisms. The correct way to keep viral material out of the vehicle is to use the ventilation system on a higher setting with the windows open 2-3 inches. Using plastic makes the vehicle more dangerous.	Thanks for the feedback.
The plexi glass seems useless. The students typically switch seats with each other anyway, so they will be sitting in the same air. Also, it will make it harder for the student observing in the back seat to hear the lesson. The air is going to circulate in the car anyway, especially when you're trying to defog the windows.	Thanks for the feedback.
Should Driving Schools still submit requests for alternative RT to be put on a "wait list"?	Yes. We are in process of scheduling alternative hours road tests, with priority given to those that were cancelled due to COVID-19.
If the student has to come in to prove identity, why not have them test at the same time?	The permit rooms are small and we are trying to reduce exposure time in the RMV offices; however, we will accommodate in-person learner's permit tests by appointment and we anticipate a lengthy wait to secure an appointment, which is one of the reasons we are offering the online alternative test.
Driving Schools cannot test their own students! Huge conflict of interest!	Thanks for sharing, the RMV is looking for all options to eliminate backlog.
Could driving schools volunteer to have students come individually to driving school to take permit test online at the driving school to help out?	This is an online option. Student will just need access to a computer.
Wouldn't it be safer to start with the alternative road tests before the public road tests. With the alternative road tests there is more safety control being that only 1 vehicle is used for the alternative road test and can be cleaned in between each applicant	We feel our plan is as safe as possible by providing state vehicles for public tests; vehicles will be completely sanitized prior to each test. Priority will be giving to customers that had an appointment that was cancelled due the pandemic.
Since only 10 service centers are open would the rmv consider weekly road tests at driving schools to help with the back log of previously scheduled alternative road tests. Parents wait in their own personal vehicle. In test vehicle: Student/Sponsor/Examiner. Keeping prior schedule of 5 tests per hour	We are reviewing all options for road tests, including weekday road tests at driving schools
What if not all students have cameras for the online class - is that a requirement?	Driving schools need visual confirmation for each student that participates in the online class. Please email us to discuss potential alternatives. RMVDrivingschools@dot.state.ma.us
Could you clarify how the cleaning of car between tests would be done and how that would work if i was there with multiple applicants/students?	Sanitizing highly touched areas such as the steering wheel, shift, keys etc. would be required between tests.

Webinar Question	Response
Suggestion: zoom has an attention tracker to determine if student is not paying attention. I.e., they click on other windows. It could be used for permit testing. Multiple cameras or cell phone cameras to take videos from the rear and audio required so they can't ask for help on online permit test could be used also.	Thanks for the feedback and suggestion.
Time is running out so just leaving you with I am willing to help in anyway and if you need such a site and a single car I am happy to make my site and cars available to the RMV.	Thank you.
In the email or letter sent to students who had road tests scheduled and will be informed they will be getting priority, can it be specifically stated, "You are being given priority to reschedule your road test. If a driving school scheduled your road test, we ask that you contact them so they may reschedule your test." OR... "If you plan on using a driving school's car or service, you should contact the school to schedule your test as opposed to scheduling yourself and then contacting the school to ask if they are available on the date you schedule."	We are looking ways to address this concern. Initial rescheduled applicants have received notification, and we have also asked driving schools to submit student lists of those who had road tests rescheduled so we can inform the school of the new date.
Can RMV set up a forum or open question type page for schools to share questions and answers?	All answers to webinar questions are posted on the RMV Business Partner Website. RMV Webinars
We should suspend Observation requirements for driver's education students to minimize exposure.	We understand your perspective. Observation hours are mandated by law, but we are working with legislators to see if we can have a temporary exception or alternate to this requirement. We are exploring all available legal options in light of this and other similar concerns.
So from what we are hearing you do not want a sponser in the car but you still want us to have observers for the driver ed requirement. This is not a consistant message	We are looking at all processes in the program to ensure that students, instructors, and examiners are safe as possible and that we are in compliance with the law. Observation hours are currently mandated by law but we are working with legislators to see if we can have a temporary exception or alternate to this requirement.
We are not exactly comfortable with examiners being in the vehicle solo with our students without us in the vehicle. We will do what we need to do but a plastic divider between front and back seats is a better idea. we are liable for our students and car. Alert driving Academy.	The new Phase 2 government requirements stipulate that only two individuals be in a car for on-road lessons and road tests. We cannot comment on liability, but suggest you contact your insurance provider/agent, and/or an attorney.
If I don't have it online classes can we do small groups.	We cannot provide advice or protocol for in-person groups, but suggest you follow the Governor's Phase 2 reopening plan, which allows for classroom training at a maximum of 40% of capacity with restrictions. Mass.Gov Safety Standards
We've proposed several remote alternatives to observations including parental observations, livestream and videotaping. How close is the RMV to any of these solutions?	Thanks for your suggestions. Observation hours are mandated by law, but we are working with legislators to see if we can have a temporary exception or alternate to this requirement, and expect to have alternate solutions soon. We suggest that you also contact your state representative(s) or legislators to share that feedback. Mass.Gov Safety Standards
Just want to be clear..are you saying that we are NOT allowed to do driving lessons. What if a school is driving every day..including today...?	We recommend following the Governor's reopening plan, which allows for driving lessons with restrictions as of June 8. Mass.Gov Safety Standards
If some students are not able to attend online class and want to attend classroom lesson, when we can start?	We recommend following the Governor's reopening plan, which allows for which allows for classroom training at a maximum of 40% of capacity with restrictions. Mass.Gov Safety Standards
If you are allowing virtual classroom thru August, does that mean that we cannot conduct "in person" classes when Phase 2 starts?	No, in-person classes are allowed if compliant with the Governor's reopening plan. Mass.Gov Safety Standards
The Gov said we had to look to the RMV for guidance for re-opening, what other guidance about in car lessons can we expect?	The RMV is finalizing the guidelines for the driving schools to follow as part of the re-opening Phase 2 and will communicate this to our Driving School partners.
can we drive now if we want. Can we resume without getting in trouble by rmv	Yes, please follow the Governor's reopening plan, Phase 2.

Webinar Question	Response
	Mass.Gov Safety Standards