

Minnesota Department of Public Safety



Driver & Vehicle Services Legislative Report on Exam Scheduling

Senate Transportation Committee
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Legislative Report on Exam Scheduling



New report must be submitted twice per year

- March 1: Information for the most recent calendar year
- Sept. 1: Information for the most recent fiscal year

The report must identify each performance measure or metric used related to scheduling availability and passage of road tests, with information on the number of tests and any delays experienced.

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To evaluate the current state of exam scheduling, DVS relied on the following performance measures:

- Ability to take exams in applicant's own or adjacent county.
- Access to real-time exam availability on the DVS website.
- Ability to obtain an exam appointment within 14 days of appointment request.

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Ability to take exams in their own or adjacent county:

- All applicants had access to exams in either their home county or an adjacent one in FY 2024.
- 77 percent of applicants completed their test in an adjacent county.
 - In some instances, the testing location in the neighboring county is closer to their residence.

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Access to real-time exam availability on the DVS website:

- All potential applicants have access to real-time exam availability on the DVS website.
- Includes geolocation and the ability to schedule up to 30 days out.

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Ability to obtain an exam appointment within 14 days of their request:

- DVS does not have the underlying data infrastructure to track this information.
- DVS is working with FAST to capture more relevant information on the scheduling needs of applicants to effectively track this performance metric.

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A variety of factors impact the availability of road test exams:

- No-shows and short notice cancellations
 - 41,650 applicants either did not show up for their appointment or cancelled within 24 hours of the scheduled time.
 - 22 percent of all applicants
- Unfilled appointment slots
 - More than 12,000 appointment slots were available and never reserved in FY2024.
- Staffing levels
 - DVS averaged 112 examiners in FY2024.
 - Intend to hire 30 new examiners to conduct Class D road tests only.



Questions?

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