



Department of Public Safety

Driver and Vehicle Services

Legislative Report on Exam Scheduling

September 2024

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Executive Summary

Minnesotans trying to schedule their class D road test often struggle finding available time slots. They discover that the limited number of examination appointments are often filled, and some end up travelling outside their county to find availability. At the same time, appointment slots are going unfilled, or are filled but the applicant does not show up to test, leaving availability that goes unused. In the 2024 legislative session, Department of Public Safety Driver and Vehicle Services (DVS) division received funding to hire 30 additional examiners. These positions are expected to have a positive impact on appointment availability in the future.

Under Minn. Stat. 171.13, subd. 11, by March 1 and Sept. 1 of each year, the commissioner of public safety must submit a report on class D road test examination scheduling to the chairs and ranking minority members of the legislative committees with jurisdiction over transportation policy and finance. The report due by Sept. 1 must include information for the most recently ended fiscal year. The report due by March 1 must include information for the most recently ended calendar year. At a minimum, the report must identify each performance measure or metric established by the commissioner related to scheduling availability and passage of road tests, with information on the number of tests and any delays individuals experience.

This report will examine the class D road test availability in Minnesota, and the factors for delays in taking the exam.

Performance measures established by the commissioner

The commissioner of the Department of Public Safety (DPS) adheres to the performance measures established by the legislature in statute, namely Minnesota Statutes 171.13, subdivision 1 (5)(c-e), stating applicants may take exams in their own county or an adjacent one, be able to obtain an appointment within 14 days of their request, and access real-time information on the department's website about the availability and location of exam appointments. Of those three performance metrics, the department has consistently met the website requirement. The travel distance requirement has similarly been fulfilled for the entirety of this reporting period.

The performance measure stating that applicants should be able to obtain appointments for exams within 14 days of their request is sometimes not met, as measured by anecdotal evidence. DVS does not track individuals who log onto the website or where they are logging in from, so there is no data to indicate if someone is actively searching for open appointments, the time frame in which they are looking, or whether they are searching for appointments at multiple stations. Any given applicant has their own ideal day in which to test, and DVS does not track whether the date chosen by the applicant is the preferred date, or an inconvenient date or location due to lack of availability. The term "delay" or "delayed" means a road test examination between 15 and 20 days after an eligible applicant's request for a road test; however, with the scheduling functionality, the only request an applicant makes is for an available time slot, so by that definition there are zero delays as applicants select an open time slot and are guaranteed that slot. Realistically this does not measure actual delays, but the scheduling system does not have functionality to determine when an applicant wants a test versus when a test is available; it cannot determine the intent of the customer. Similarly, DVS does not have the ability to determine when an applicant is qualified to test. A class D driving permit is valid for a two year period, and an applicant may or may not fulfil their required obligations at any point within that time frame. Further, with 93 different exam stations, each with their own availabilities and days of operation, ability to

secure an appointment within a 14-day window will vary, and there is still no reasonable method to indicate whether an applicant wants a test within 14 days of opening the website or if their own availability is three or more weeks out.

Number of administered road tests

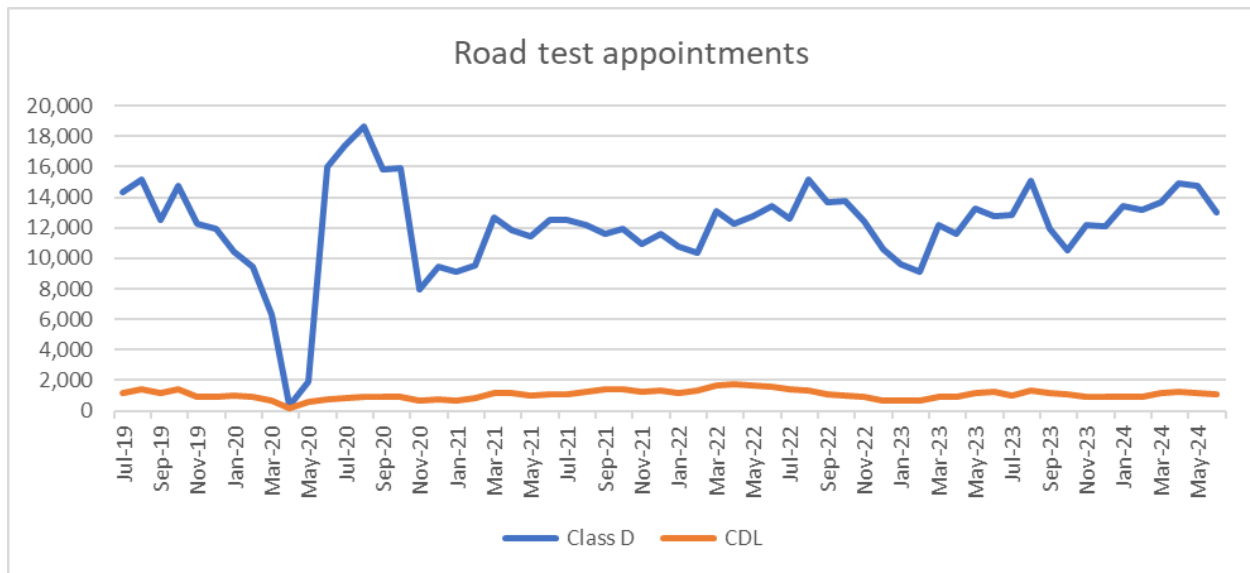
This legislative report details the number of Class D and commercial driver’s license road tests by month for the previous five fiscal years (FY20-FY24).

Figure 1. All road tests conducted from FY20 through FY24

FY20			FY21			FY22		
Month	Class D	CDL	Month	Class D	CDL	Month	Class D	CDL
July	14,316	1,178	July	17,402	868	July	12,506	1,053
Aug	15,184	1,374	Aug	18,674	927	Aug	12,162	1,223
Sept	12,519	1,204	Sept	15,833	947	Sept	11,621	1,397
Oct	14,767	1,387	Oct	15,872	935	Oct	11,942	1,433
Nov	12,237	945	Nov	7,941	708	Nov	10,953	1,269
Dec	11,973	929	Dec	9,430	764	Dec	11,607	1,299
Jan	10,418	964	Jan	9,119	702	Jan	10,779	1,164
Feb	9,429	906	Feb	9,509	824	Feb	10,336	1,332
Mar	6,297	681	Mar	12,670	1,190	Mar	13,135	1,682
Apr	310	150	Apr	11,827	1,152	Apr	12,278	1,743
May	1,932	612	May	11,457	1,033	May	12,760	1,641
June	16,021	751	June	12,486	1,070	June	13,405	1,539

FY23			Fy24		
month	Class D	CDL	month	Class D	CDL
July	12,615	1,427	July	12,862	1,040
Aug	15,168	1,315	Aug	15,122	1,333
Sept	13,696	1,121	Sept	11,939	1,151
Oct	13,769	1,039	Oct	10,538	1,090
Nov	12,466	887	Nov	12,144	929
Dec	10,601	681	Dec	12,087	928
Jan	9,637	661	Jan	13,461	944
Feb	9,115	683	Feb	13,180	957
Mar	12,225	947	Mar	13,643	1,140
Apr	11,580	877	Apr	14,904	1,279
May	13,224	1,177	May	14,772	1,173
June	12,770	1,246	June	12,983	1,045

Figure 2. A graph of road tests over time



Factors that impact road test exam appointment availability

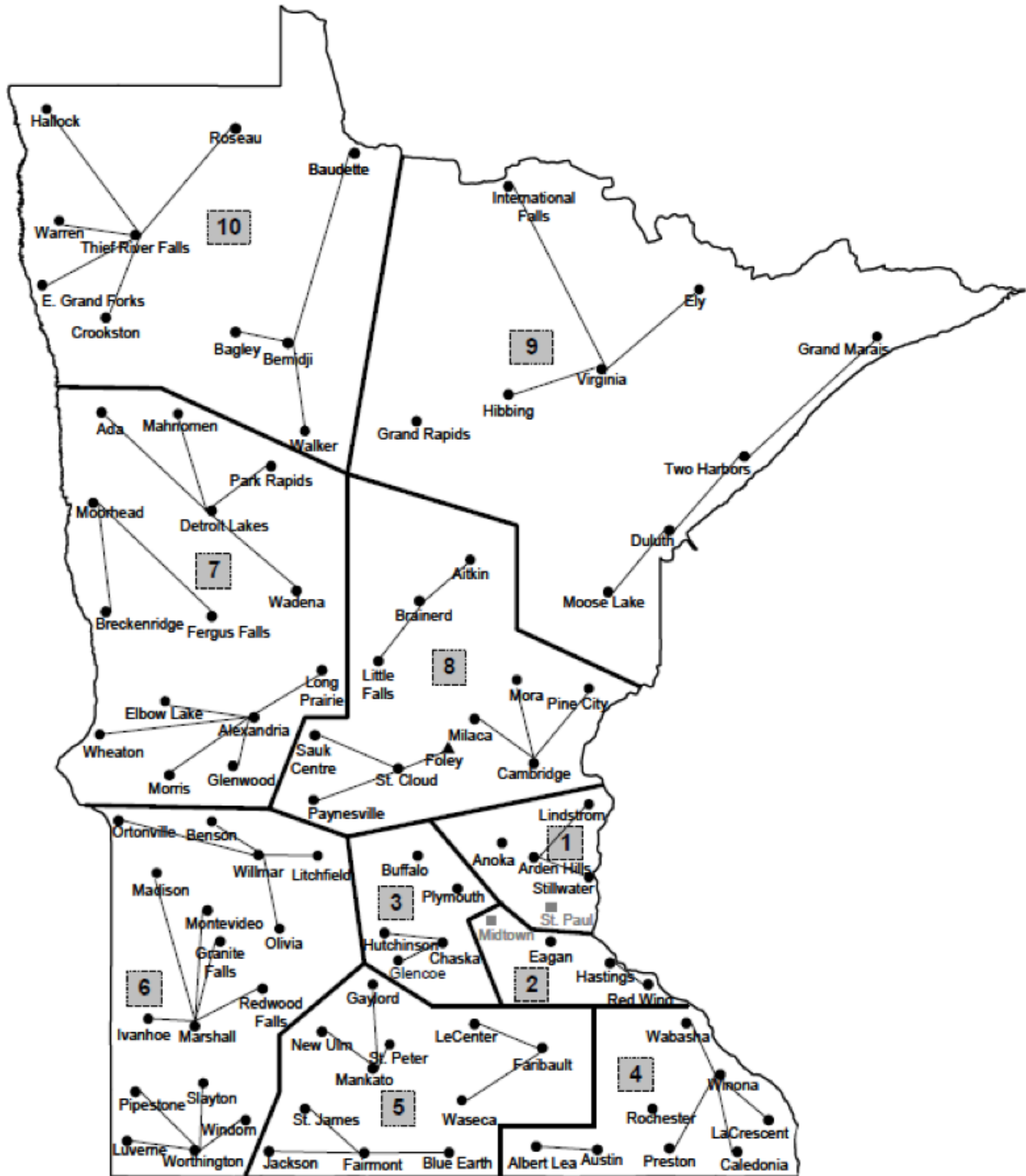
During the reporting period July 1 – June 30, 2024, an average of 112 examiners were employed as driver license examiners. Examiner positions see a higher than average level of turnover compared to other DVS positions and staffing levels fluctuate. DVS utilizes overtime to cover examiner sick days or unforeseen absences to avoid cancellation of appointments. In FY24, DVS utilized a total of 326 hours of overtime, all of which was in the Twin Cities Metro locations of Arden Hills, Eagan, and Plymouth, where there is the greatest demand for appointments.

In fiscal year 2024, there were 188,444 Class D and CDL appointments scheduled with DVS, and 146,794 road tests taken. Approximately one in five appointments go unfilled because the customer does not show up; that equals 41,650 appointment slots unused because of no-shows or late cancellations (an appointment cancelled at a point where there is no opportunity to offer it to another customer). Of those no-show or late cancellation appointment slots, 38,483 were class D appointments, and 3,167 were for CDLs. The department has instituted a \$20 no-show fee for applicants who make an appointment but do not show up or give less than a 24-hour cancellation notice, which has been a slight deterrent and has reduced the number of no-shows. Additionally, 12,048 appointment slots were never reserved by customers and went unfilled; 11,405 class D and 643 for CDLs. In total, 53,698 appointment slots were available in Minnesota for FY24 that were not used.

Figure 3. A breakdown of unclaimed appointments by region

Region	Unclaimed appointments
1	628
2	1,001
3	923
4	1,248
5	969
6	2,422
7	2,246
8	104
9	1,555
10	952
Total	12,048

Figure 4. A map of exam regions



In FY24, DVS was appropriated \$2.9 million to hire additional examiners. DVS intends to add 30 class D examiners and concentrate new staff placement in the highest demand areas, hiring 18 of the 30 new examiners for regions one through three. Class D road tests comprise 80 percent of all road test exams. These examiners will perform class D exams only and are expected to do 15 exams per day. Once these new examiners are hired, trained, and begin providing road test exams, DVS projects an additional 450 exam slots will be available in the Twin Cities metro area per day, which is 9,000 more per month, and 108,000 per year. That

number will be impacted by examiner time off and sick days, unforeseen circumstances such as inclement weather or power outages impacting the testing areas, and staff turnover.

The remaining 12 additional examiners will be hired for regions four through ten. These examiners are expected to increase the number of exam appointments for regions four through ten by 180 per day, which is 3,600 per month, and 43,200 per year.

CDL road tests including vehicle inspection and basic skills comprise 16% of all road tests. New examiners will focus only on class D road tests, and there will not be an increase the number of CDL appointments.

Figure 5. Additional road test appointments

Class D metro	108,000
Class D reg. 4-10	43,200
Total additional appointments	151,200

Limited public awareness of recent DVS online features and the impact of no-shows and late cancellations are factors that contribute to the road test exam appointment process. Increased public education on the value of using website features including MyDVS and the Appointment Subscription service could improve the process. Additionally, promoting the usage of the online service during low demand hours, before 8 a.m. and after 9 p.m. can improve the customer experience in scheduling road tests.

Rate of individuals travelling for exams

Every individual in Minnesota is able to take a class D road test in the county in which they live, or an adjacent county, pursuant to Minnesota Statutes section 171.13, subdivision 1 (4)(c). In most cases, people traveled to a different county in order to take their road test. In FY24, DVS had residential county information for 143,983 applicants. As indicated in the table below, 33,788 applicant tests were conducted in the county of residence of the applicant, and 110,195 tests were outside the applicant’s home county. This translates to 77 percent of applicants travelling outside their own county to test. This number does not directly translate to additional travel distance for an applicant; in some cases people might live closer to test centers in an adjacent county.

Figure 6. Percent of individuals traveling out of county for a road test.

Total exams	143,983	
Exam county matches resident county	33,788	23.5%

Exam county does not match resident county	110,195	76.5%
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The rate in which applicants travel outside their county to take road tests vary. Koochiching, Cook, Roseau, Polk, Clay, Hennepin, and Olmsted counties had the lowest percentage of people leaving their county, while the highest percentage of people traveling to test travel to Chisago, Kanabec, Pine, Benton, Renville, Nicollet, Aitkin, and Jackson.

The majority of applicants pass their road test on the first try, and those who need extra attempts similarly do well. Applicants pass their class D road test on their first try approximately 73 percent of the time, and 74 percent of people retaking the test pass on their second attempt.

Figure 7. An alphabetical list by county with percents of individuals who traveled outside of their county to take a road test

Office county	Did not travel	Travel to test	% traveled
AITKIN	24	418	94.57
ANOKA	645	2501	79.50
BECKER	700	4766	87.19
BENTON	6	110	94.83
BIG STONE	10	34	77.27
BLUE EARTH	797	2713	77.29
BROWN	87	352	80.18
CARLTON	30	252	89.36
CARVER	550	5061	90.20
CASS	72	325	81.86
CHIPPEWA	35	213	85.89

CHISAGO	23	511	95.69
CLAY	848	585	40.82
CLEARWATER	16	71	81.61
COOK	45	11	19.64
COTTONWOOD	49	333	87.17
DAKOTA	3517	11479	76.55
DOUGLAS	472	5356	91.90
FARIBAULT	15	92	85.98
FILLMORE	69	319	82.22
FREEBORN	164	818	83.30
GOODHUE	43	191	81.62
GRANT	10	119	92.25
HENNEPIN	7495	6531	46.56
HOUSTON	120	253	67.83
HUBBARD	23	136	85.53
ISANTI	285	3421	92.31
ITASCA	704	1922	73.19
JACKSON	5	87	94.57
KANABEC	28	568	95.30

KANDIYOHI	1057	5285	83.33
KITTSOON	30	30	50.00
KOOCHICHING	99	12	10.81
LAC QUI PARLE	10	72	87.80
LAKE	25	101	80.16
LAKE OF THE WOODS	11	28	71.79
LE SUEUR	8	93	92.08
LINCOLN	12	89	88.12
LYON	464	2697	85.32
MAHNOMEN	20	98	83.05
MARSHALL	27	33	55.00
MARTIN	269	2974	91.71
MCLEOD	102	1068	91.28
MEEKER	39	393	90.97
MILLE LACS	40	504	92.65
MORRISON	221	1713	88.57
MOWER	582	2693	82.23
MURRAY	48	347	87.85
NICOLLET	7	123	94.62

NOBLES	640	1785	73.61
NORMAN	18	60	76.92
OLMSTED	1631	1624	49.89
OTTER TAIL	237	360	60.30
PENNINGTON	257	890	77.59
PINE	27	504	94.92
PIPESTONE	96	230	70.55
POLK	411	237	36.57
POPE	8	79	90.80
RAMSEY	3385	12214	78.30
REDWOOD	40	393	90.76
RENVILLE	25	446	94.69
RICE	859	5059	85.48
ROCK	95	275	74.32
ROSEAU	224	72	24.32
SIBLEY	6	88	93.62
ST. LOUIS	2833	6399	69.31
STEARNS	1233	3619	74.59
STEELE	0	1	100.00

STEVENS	28	118	80.82
SWIFT	7	81	92.05
TODD	23	218	90.46
TRAVERSE	23	124	84.35
WABASHA	21	328	93.98
WADENA	43	306	87.68
WASECA	9	114	92.68
WASHINGTON	538	850	61.24
WATONWAN	30	179	85.65
WILKIN	12	63	84.00
WINONA	646	3499	84.41
WRIGHT	406	1862	82.10
YELLOW MEDICINE	19	217	91.95
Totals	33,788	110,195	76.53

During this same time frame of FY24, 41,443 individuals had to retake their road test one or more times. 78% of those customers travelled to another county to do so.

Figure 8. Percent of individuals traveling out of county for a retake road test.

Total exams	41,443	
Exam county matches resident county	9,075	22%
Exam county does not match resident county	32,368	78%

Figure 9. An alphabetical list by county with percents of individuals who traveled outside of their county to retake a road test

AITKIN	2	37	95%
ANOKA	201	749	79%
BECKER	176	1389	89%
BENTON	0	13	100%
BIG STONE	1	1	50%
BLUE EARTH	157	543	78%
BROWN	3	29	91%
CARLTON	1	26	96%
CARVER	95	2002	95%
CASS	16	45	74%
CHIPPEWA	8	41	84%

CHISAGO	18	240	93%
CLAY	215	127	37%
CLEARWATER	4	14	78%
COOK	3	34	92%
COTTONWOOD	3	3757	100%
DAKOTA	1138	2154	65%
DOUGLAS	75	8	10%
FILLMORE	11	37	77%
FREEBORN	24	64	73%
GOODHUE	1	31	97%
GRANT	3	18	86%
HENNEPIN	2357	2218	48%
HOUSTON	18	42	70%
HUBBARD	2	16	89%
ISANTI	16	270	94%
ITASCA	100	348	78%
JACKSON	1	12	92%
KANABEC	2	60	97%
KANDIYOHI	208	1562	88%

KITTSON	11	6	35%
KOOCHICHING	14	1	7%
LAC QUI PARLE	2	13	87%
LAKE	3	10	77%
LAKE OF THE WOODS	6	8	57%
LE SUEUR	2	12	86%
LINCOLN	1	18	95%
LYON	145	828	85%
MAHNOMEN	3	18	86%
MARSHALL	11	10	48%
MARTIN	66	1099	94%
MCLEOD	20	267	93%
MEEKER	3	36	92%
MILLE LACS	4	39	91%
MORRISON	28	227	89%
MOWER	158	850	84%
MURRAY	8	48	86%
NICOLLET	1	16	94%

NOBLES	179	609	77%
NORMAN	0	6	100%
OLMSTED	417	357	46%
OTTER TAIL	18	21	54%
PENNINGTON	77	353	82%
PINE	3	43	93%
PIPESTONE	16	28	64%
POLK	137	80	37%
POPE	0	12	100%
RAMSEY	1487	5715	79%
REDWOOD	8	83	91%
RENVILLE	2	38	95%
RICE	213	1713	89%
ROCK	8	38	83%
ROSEAU	92	30	25%
SIBLEY	1	11	92%
ST. LOUIS	540	1312	71%
STEARNS	197	584	75%
STEVENS	2	10	83%

SWIFT	0	9	100%
TODD	2	25	93%
TRAVERSE	0	10	100%
WABASHA	2	30	94%
WADENA	3	23	88%
WASECA	1	18	95%
WASHINGTON	30	115	79%
WATONWAN	3	29	91%
WILKIN	3	14	82%
WINONA	199	1036	84%
WRIGHT	87	589	87%
YELLOW MEDICINE	3	34	92%
Totals	9075	32368	78%

References

Number of Administered Road Tests:
 MNDRIVE report Exam Cube, 7/1/19 – 6/30/24

Class D passing rate:
 MNDRIVE report NCL Skill Exam Eligibility Summary, 7/1/23 – 6/30/24