



Legislative Report

Exam scheduling

September 1, 2025

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Exam scheduling

Executive summary

A behind-the-wheel road test is a crucial safety check when determining if a prospective driver can maintain safe control over a motor vehicle and has the situational awareness to react to and anticipate real-world driving conditions. The Minnesota Department of Public Safety's Driver and Vehicle Services (DVS) division offers class D road tests at 90 locations and commercial driving exams at 20 exam stations across Minnesota. Although stations are in every county, some state residents may end up travelling outside their county to find an available appointment. At the same time, some applicants fail to show up for scheduled appointments, while existing appointment slots often go unfilled, which leaves appointment availability unused.

Each year by March 1 and Sept. 1, DVS must submit reports on road test examination scheduling. The reports are submitted to the chairs and ranking minority members of the legislative committees with jurisdiction over transportation policy and finance in compliance with Minnesota Statute 171.13.11.

The March 1 report includes information on the previous calendar year. The report must identify performance measures and metrics related to scheduling availability and passage of road tests. It must include the results for the performance measures and include the rate of tests versus delays individuals experience.

The Sept. 1 report includes information on the previous fiscal year (July 1 to June 30).

This report examines Minnesota's class D road test availability and factors that may have caused scheduling delays from July 1, 2024, to June 30, 2025.

Performance measures established by the commissioner

DVS adheres to performance measures established by the Minnesota Legislature.

Minnesota Statute 171.13, subdivision 1 (5)(c-e), states 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 DVS website about the availability and location of exam appointments.

Results for the performance measures

DVS has consistently met the requirement of having real-time appointment information on its website.

The ability to test within the county or adjacent county was impacted during the COVID-19 pandemic when DVS closed all but 14 of the 93 driver's license exam stations in Minnesota. This was necessary to ensure the health and safety of customers and employees and was a result of the stay-at-home executive order. The county requirement was again satisfied when exam stations reopened, which was completed by Jan. 31, 2022.

The performance measure stating applicants should be able to schedule exam appointments within 14 days of the applicant's request cannot currently be measured. Applicants can only request a time slot that is currently available, therefore there are zero delays by the state's definition. Each applicant has their own preferred exam date. DVS has no way to track what that preferred date is. DVS can measure online services search requests and whether appointments are available within 14 days of the login; however, the login date does not necessarily reflect the preferred test date of the individual.

DVS does not track what an individual's preferred date may be or what their purpose is for accessing the website. Due to this, there is no data to indicate if someone is actively searching for open appointments, the time frame in which they are looking or if they are checking multiple locations for appointment availability. On any given day during this reporting period, DVS has averaged 5,983 available class D and 93 commercial appointments within 30 days, with availability in all 10 regions.

The term "delay" refers to road test examinations scheduled between 15 and 30 days after an applicant's request for a road test. However, a request may be for a preferred date 30 days out rather than within two weeks. The state may consider that a delay even though it is exactly what the applicant wants. The scheduling system does not have functionality to determine when an applicant prefers a test versus when they schedule it. By this definition, DVS can neither track nor have a record of delays as applicants select an available appointment and are guaranteed that time slot. Additionally, with 90 different exam stations for class D and 20 for CDL, each with their own staffing availability and hours of operation, securing an appointment within 14 days will vary by location. However, as Minnesota Statute 171.13.11(d) states, if any of these requirements are not fully met, additional reporting measures must be reported, it is reasonable to assume that during the last fiscal year there were some individuals who did not get their appointment within 14 days of their preferred date. Although DVS cannot calculate what the preferred date might be, the following information will show the rate in which individuals secured an appointment within 14 days of logging onto the website.

Figure 1. Available appointments within 14 days of accessing the DVS website

Class	Total searches	Total available within 14 days	Percent available within 14 days
Class C	209,344	198,482	95%
Class D retest	151,741	144,003	95%
Commercial driver's license (CDL)	23,394	6,795	29%

Number of administered road tests

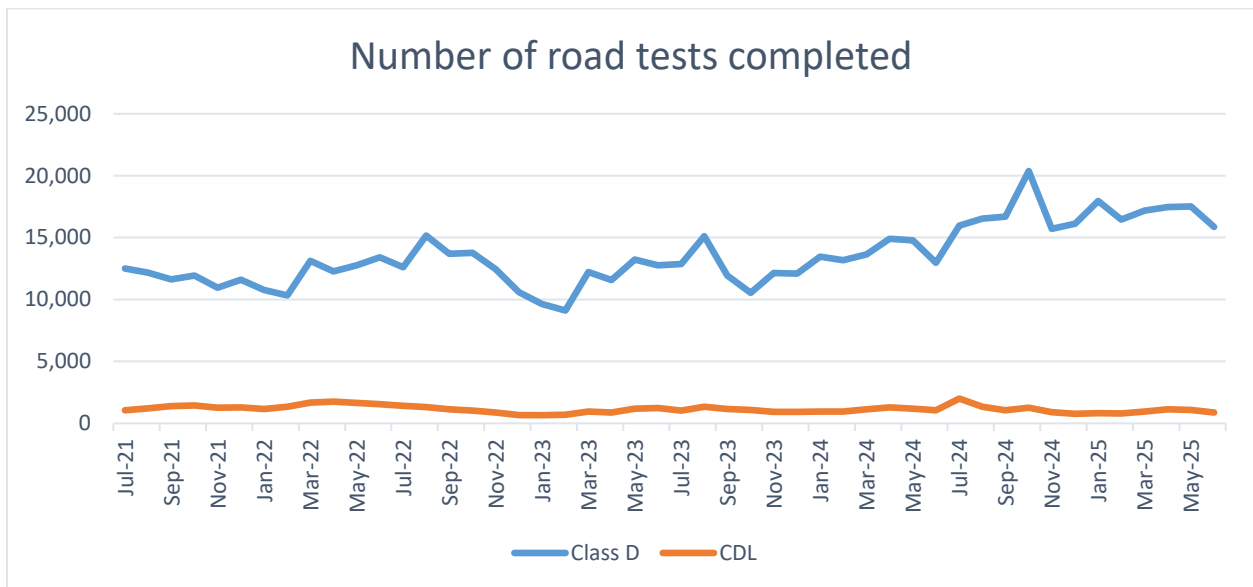
This report details the number of Class D and commercial driver's license (CDL) road tests by month for the previous five calendar years (CY20-CY24). There were 176,858 class D and CDL road tests conducted in 2024.

Figure 2. All road tests conducted from FY21 through FY25

	FY21		FY22		FY23		FY24		FY25	
	Class D	CDL	Class D	CDL	Class D	CDL	Class D	CDL	Class D	CDL
July	17,402	868	12,506	1,053	12,615	1,427	12,862	1,040	15,969	2,000
August	18,674	927	12,162	1,223	15,168	1,315	15,122	1,333	16,532	1,329
September	15,833	947	11,621	1,397	13,696	1,121	11,939	1,151	16,700	1,054

October	15,872	935	11,942	1,433	13,769	1,039	10,538	1,090	20,378	1,256
November	7,941	708	10,953	1,269	12,466	887	12,144	929	15,706	911
December	9,430	764	11,607	1,299	10,601	681	12,087	928	16,112	774
January	9,119	702	10,779	1,164	9,637	661	13,461	944	17,961	831
February	9,509	824	10,336	1,332	9,115	683	13,180	957	16,456	793
March	12,670	1,190	13,135	1,682	12,225	947	13,643	1,140	17,191	948
April	11,827	1,152	12,278	1,743	11,580	877	14,904	1,279	17,468	1,131
May	11,457	1,033	12,760	1,641	13,224	1,177	14,772	1,173	17,529	1,070
June	12,486	1,070	13,405	1,539	12,770	1,246	12,983	1,045	15,861	884

Figure 3. A graph of road tests over time



Factors impacting road test exam appointment availability

The two main factors impacting road test availability within 14 days of an individual's preferred date are staffing and appointments going unused.

Exam staff have finite numbers of exams they can perform on any given day. DVS has a base budget that covers the cost of employing 179 driver license examiners. Staffing levels fluctuate as examiners leave for various reasons and new ones are hired. Overtime is sometimes necessary to cover examiner sick days or unforeseen absences. At the end of FY25, 175 examiners were employed, up from 154 at the end of CY24, and DVS recorded 4,007 examiner overtime hours for the year, up from 2,682. Compared to states with similar populations that utilize state examiners, Wisconsin has 92 stations with 216 examiners, and Louisiana has 75 stations and 330 examiners.

The other main factor in appointment availability are appointments going unused. These vacant appointments are either scheduled but the individual does not show up for the test, effectively blocking someone else from reserving the appointment time, or simply going unfilled.

In FY25, there were:

- 313,439 appointments available to the public
 - Increase of 63,830 over CY24
- 269,567 appointments reserved
 - Increase of 39,994
- 215,908 road tests taken
 - Increase of 39,050
- 53,659 appointments where someone did not show up (20% no-show rate)
 - Increase of 944, decrease from 23% no-show rate
- 3,272 no-shows were for CDL
 - Decrease of 35
- 43,872 appointments available but went unfilled
 - Increase of 26,836
- 873 available but went unfilled were for CDL
 - Increase of 164
- **97,531 total appointment slots available for FY25 that were not used**
 - **Increase of 27,780 over CY24**

Rates of appointments made, unfilled and no shows

A total of 203,907 class D and 12,003 commercial road tests were completed in FY25, and 50,387 class D and 3,272 commercial appointments were made but were no-shows. This equates to a 20 percent class D no-show rate, down from 23 percent in CY24, and 21 percent for CDL no-shows, down from 32 percent in CY24. Recent legislation has increased the no-show

fees from \$20 to \$40 and added a \$20 fee for cancellations from 24 to 72 hours prior to the appointment. As this is a new addition to statute, there is no data yet as to its impact on the no-show rate.

Figure 4. Road test no-shows

Class	Road tests taken	No-shows	No-show percentage
Class D	203,907	50,387	20%
CDL	12,003	3,272	21%

In addition to the no-shows, 42,999 class D and 873 commercial road test appointments were available but never filled.

Figure 5. Unclaimed appointments by region

Region	Unclaimed class D appointments	Unclaimed CDL appointments
1	2,858	105
2	2,560	106
3	4,466	63
4	2,075	34
5	3,278	87
6	4,193	36
7	10,797	83
8	2,137	36
9	2,745	202
10	2,310	121
Total	42,999	873

Limited public awareness of DVS online features and the impact of no-shows and late cancellations are factors that contribute to unfilled appointments. Increased education on using website features, including MyDVS and the appointment subscription service, could potentially

reduce no-shows. Additionally, promoting the usage of online services during low demand hours, before 8 a.m. and after 9 p.m., can improve the customer experience.

Rate of individuals travelling for exams

Every Minnesotan can take a class D road test in the county they live in or an adjacent county. DVS does not track the motivations for testing inside or outside an applicant's county of residence. An exam station outside the county may have better availability, or it may be closer to the applicant's home, school or work. It may have a closed course or roads that are more familiar to the tester. There is no quantifiable information correlating distance and availability with preferred testing locations.

DVS had residential information for 174,837 applicants in FY25. As indicated in figure 5, 51,809 tests were conducted in the county of residence and 123,028 were outside the county of residence. This means 30 percent remained in their home county to take a road test, up three percent from the last reporting period.

Figure 6. Individuals traveling out of county for a road test

	CY24		FY25	
	Exams	Percentage	Exams	Percentage
Exam county matches resident county	33,331	27%	51,809	30%
Exam county does not match resident county	94,402	73%	123,028	70%

Figure 7. A map of exam regions

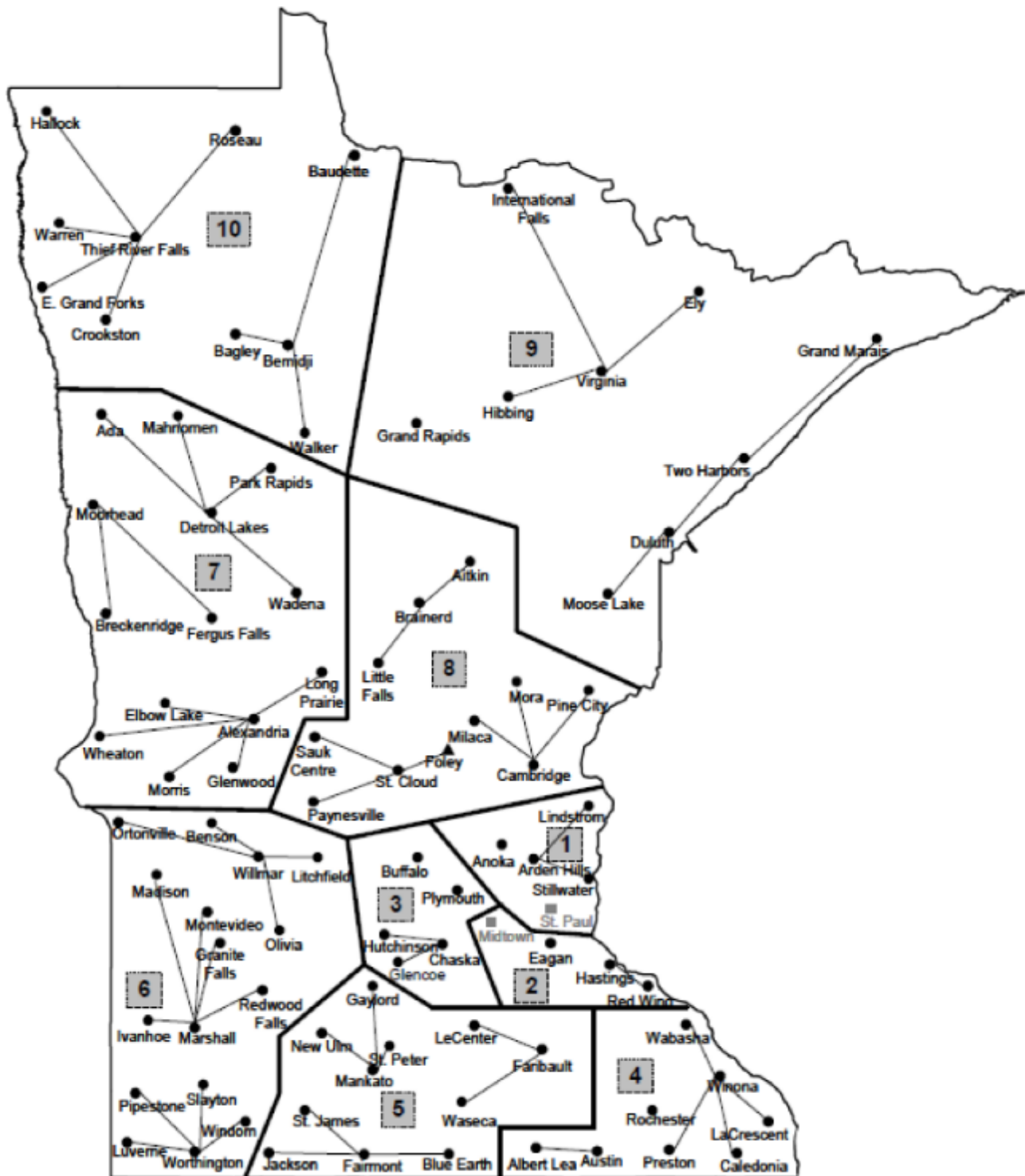


Figure 8. Number of individuals who took a road test in their county, traveled to adjacent county and the percentage of those who travelled to test

Resident County	Tested inside their county	Tested outside their county	% Traveled
Aitkin	34	214	86.29
Anoka	2,126	10,739	83.47
Becker	660	212	24.31
Beltrami	0	957	100.00
Benton	19	1,151	98.38
Big Stone	20	83	80.58
Blue Earth	1,317	471	26.34
Brown	126	415	76.71
Carlton	87	666	88.45
Carver	918	2,055	69.12
Cass	110	535	82.95
Chippewa	63	361	85.14
Chisago	80	1,217	93.83
Clay	1,284	365	22.13
Clearwater	21	262	92.58
Cook	37	102	73.38
Cottonwood	60	288	82.76
Crow Wing	0	1,353	100.00
Dakota	6,439	9,034	58.39
Dodge	0	567	100.00
Douglas	479	390	44.88
Faribault	30	286	90.51
Fillmore	71	389	84.57
Freeborn	287	479	62.53
Goodhue	103	1190	92.03
Grant	18	143	88.82
Hennepin	10,246	34,631	77.17
Houston	152	269	63.90
Hubbard	44	406	90.22
Isanti	460	632	57.88
Itasca	747	189	20.19
Jackson	11	219	95.22
Kanabec	75	349	82.31
Kandiyohi	1,300	300	18.75
Kittson	29	81	73.64
Koochiching	82	178	68.46

Lac Qui Parle	8	136	94.44
Lake	37	173	82.38
Lake of the Woods	9	52	85.25
Le Sueur	22	781	97.26
Lincoln	14	112	88.89
Lyon	556	202	26.65
Mahnomen	16	98	85.96
Marshall	26	204	88.70
Martin	382	78	16.96
McLeod	258	632	71.01
Meeker	83	530	86.46
Mille Lacs	85	632	88.15
Morrison	459	484	51.33
Mower	950	407	29.99
Murray	33	135	80.36
Nicollet	12	858	98.62
Nobles	561	437	43.79
Norman	15	135	90.00
Olmsted	2,405	2,763	53.46
Otter Tail	274	1095	79.99
Pennington	285	29	9.24
Pine	79	496	86.26
Pipestone	68	238	77.78
Polk	401	412	50.68
Pope	14	238	94.44
Ramsey	6,308	11,966	65.48
Red Lake	0	94	100.00
Redwood	90	252	73.68
Renville	70	301	81.13
Rice	1,320	955	41.98
Rock	84	184	68.66
Roseau	184	227	55.23
Scott	0	5,639	100.00
Sherburne	0	2,894	100.00
Sibley	28	446	94.09
St. Louis	3,114	394	11.23
Stearns	2,039	3,164	60.81
Steele	0	1,154	100.00
Stevens	55	325	85.53
Swift	11	219	95.22
Todd	69	761	91.69

Traverse	29	44	60.27
Wabasha	71	518	87.95
Wadena	70	293	80.72
Waseca	23	484	95.46
Washington	947	6,785	87.75
Watsonwan	65	349	84.30
Wilkin	12	146	92.41
Winona	647	416	39.13
Wright	1,948	2,237	53.45
Yellow Medicine	38	237	86.18

During FY25, 70,719 individuals had to retake their road test one or more times. Twenty-eight percent of those remained in their county to do so, up 6 percent from the last reporting period.

Figure 9. Percent of individuals traveling out of county for a retake road test

	CY24		FY25	
	Exams	Percentage	Exams	Percentage
Exam county matches resident county	9,075	22%	19,765	28%
Exam county does not match resident county	32,368	78%	50,954	72%

Figure 10. Percent of individuals traveling out of county for a retake road test

Resident County	Retested outside their county	Retested inside their county	% Traveled
Aitkin	6	57	90.48
Anoka	565	5,006	89.86

Becker	169	54	24.22
Beltrami	0	346	100.00
Benton	5	396	98.75
Big Stone	3	31	91.18
Blue Earth	396	270	40.54
Brown	26	117	81.82
Carlton	23	179	88.61
Carver	174	739	80.94
Cass	40	156	79.59
Chippewa	17	106	86.18
Chisago	10	359	97.29
Clay	268	124	31.63
Clearwater	13	92	87.62
Cook	8	16	66.67
Cottonwood	30	95	76.00
Crow Wing	6	370	98.40
Dakota	3,017	4,075	57.46
Dodge	0	217	100.00
Douglas	127	88	40.93
Faribault	11	89	89.00
Fillmore	22	170	88.54
Freeborn	138	187	57.54
Goodhue	17	519	96.83
Grant	5	34	87.18
Hennepin	5,562	15,822	73.99
Houston	44	112	71.79
Hubbard	8	109	93.16
Isanti	124	210	62.87
Itasca	142	50	26.04
Jackson	5	76	93.83
Kanabec	23	105	82.03
Kandiyohi	286	148	34.10
Kittson	14	41	74.55
Koochiching	14	51	78.46
Lac Qui Parle	1	28	96.55
Lake	4	40	90.91
Lake Of The Woods	4	19	82.61
Le Sueur	9	232	96.27
Lincoln	2	24	92.31
Lyon	180	58	24.37
Mahnomen	5	37	88.10

Marshall	13	96	88.07
Martin	113	40	26.14
McLeod	60	182	75.21
Meeker	15	114	88.37
Mille Lacs	21	170	89.01
Morrison	69	158	69.60
Mower	400	194	32.66
Murray	6	38	86.36
Nicollet	3	259	98.85
Nobles	164	131	44.41
Norman	5	48	90.57
Olmsted	1,263	1,324	51.18
Otter Tail	22	303	93.23
Pennington	103	11	9.65
Pine	25	155	86.11
Pipestone	19	75	79.79
Polk	155	162	51.10
Pope	5	58	92.06
Ramsey	2,778	5,575	66.74
Red Lake	0	39	100.00
Redwood	28	69	71.13
Renville	15	80	84.21
Rice	452	435	49.04
Rock	24	48	66.67
Roseau	83	80	49.08
Scott	0	2,362	100.00
Sherburne	0	986	100.00
Sibley	8	136	94.44
St Louis	724	115	13.71
Stearns	741	1,185	61.53
Steele	0	409	100.00
Stevens	16	75	82.42
Swift	1	70	98.59
Todd	16	207	92.83
Traverse	4	12	75.00
Wabasha	21	231	91.67
Wadena	9	80	89.89
Waseca	8	159	95.21
Washington	122	2,805	95.83
Watonwan	28	132	82.50
Wilkin	2	27	93.10

Winona	274	151	35.53
Wright	415	852	67.25
Yellow Medicine	12	62	83.78

Appendix

Sources of data

Number of administered road tests:

MNDRIVE report Exam Cube, July 1, 2024-June 30, 2025

No-show data:

MNDRIVE report No Show, July 1, 2024-June 30, 2025

Class D passing rate:

MNDRIVE report NCL Skill Exam Eligibility Summary, July 1, 2024-June 30, 2025

Unclaimed road test appointments:

MNDRIVE report Unfilled Location Appointments, July 1, 2024-June 30, 2025

County test and retest data:

FAST data request report

