

Commercial Driver's License (CDL) Skills Testing Delays: 2021 Survey

OMB Control Number: 2126-0065

Expiration Date: [TBD]

Welcome to Survey

The Federal Motor Carrier Safety Administration (FMCSA) would like to thank you for taking the time to complete this survey. You will be able to stop the survey and resume it at a later date and time, as needed. You may only complete the survey once, so please review your answers, if needed, before submitting them. FMCSA appreciates you taking time out of your busy schedule to assist us in this important study effort.

The 2021 Survey collects data on calendar years 2017, 2018, 2019, and 2020 will close on [Insert closing date].

OMB Control Number: 2126-0065

EXPIRATION DATE: 02/29/2019

Public Burden Statement

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<u>Survey Purpose</u>

FMCSA is conducting this survey to fulfill a congressional requirement to report on CDL skills test delays in each State. This survey will be conducted annually, as required by the Fixing America's Surface Transportation (FAST) Act of 2015 (Pub. L. 114-94, Dec. 4, 2015, 49 USC 31305 note).

This survey is intended to identify delays in scheduling CDL skills tests in your State. As mandated by Congress, FMCSA will conduct this survey annually until 2020, or as directed otherwise.

The following page contains instructions and definitions, which are provided to help you respond to this survey efficiently and accurately. Should you have additional questions, you may reach out to Nicole Michel (nicole.michel@dot.gov) or Dan Britton (dan.britton@dot.gov).

Please	select	your	State	before	begin	ning	this	Sur	/ey

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Please select an option from below.

- O I would like to go through the full survey and answer all questions.
- O I would like to provide only general feedback and comments.

Instructions and Definitions

Instructions

Some questions are optional, and are noted throughout the survey. These questions should be skipped only if you do not have the ability to answer it (for example, the rationale for a test being canceled is not captured in your State). The more information, and the more accurate the information, that you provide will help FMCSA to accurately characterize the CDL skills testing process in your State.

Please pay attention to the dates, which are <u>underlined</u> throughout the survey. Some questions will ask about the previous year and some will ask about the current year. Some of these questions will only need to be asked once to provide a baseline for the first report, and will be removed from future surveys. In future years, you may choose "No change" on the background information section to note that your previous year's answer remains the same.

FMCSA has attempted to provide you with several options for responding to questions about both the delay times and the test resources because FMCSA understands that each State may collect or capture this information in a different manner. FMCSA is also providing your State the option to participate in a quarterly reporting of the current delay at each test location, which would replace the need to report the average delay for your State (FMCSA would calculate it for you). Please consider this option for future reporting if feasible, as it would allow for further analysis by FMCSA.

This survey will cover five sections: State Laws & Policies, CDL Skills Testing Delays, CDL Skills Testing Volume and Demand, CDL Skills Testing Resources, and General Comments & Feedback, which is optional. While this covers more than what is mandated by Congress, FMCSA has worked to ensure that every question asked on this survey is necessary and useful in reporting. Given the unique characteristics of each State, these must be considered in the report so that delays in scheduling skills testing are not compared blindly across all States.

Definitions

The following definitions are provided to assist you in the completion of this survey.

<u>"Delay"</u> – FMCSA is defining the delay as the number of days between the day an applicant calls to schedule their appointment and the first day with an available test appointment at the testing site. If, for some reason, an applicant chooses not to take the first available appointment, additional time is not included as part of the "delay".Note: If your State cannot differentiate delays caused by personal preference, just report the delay times as seen. You may note this in the general comments section if you would like.Note:

Mandatory wait times are not included as part of the "delay" and are recorded in the Background Information section.

"Average" – FMCSA intends for your State to provide the usual or typical delay an applicant would experience. Furthermore, a question will be asked on how you calculated this "average". Please be as specific as possible. FMCSA does not intend to burden you with calculating an exact average, and the welcome letter provided to you with this survey provided some examples of how to report the "average" if your State does not capture this information currently.

<u>"Banking"</u> – There is a question asking about whether or not your State allows applicants to "bank" segments of their skills test. If you are unfamiliar with this terminology, this refers to the ability of an applicant to pass a segment of the skills tests so that if they fail the overall test, they only have to re-take the segment they failed.

<u>"State facilities" and "State examiners"</u> – These terms refer to official government agencies or contractors who report directly to these agencies. Examples include State licensing agencies and State law enforcement agencies.

<u>"Third Party facilities" and "Third Party examiners"</u> – This refers to a non-governmental organization, such as a commercial vehicle training school, which has been authorized to administer CDL skills tests on behalf of the State.

State Overview

What resources can an applicant use to schedule a CDL skills test in $q:/QID5/ChoiceGroup/SelectedChoices? Choose all that apply.$
Walk-in exams
Phone scheduling
Online scheduling
In-person scheduling
Other (please specify)
What is \${q://QID5/ChoiceGroup/SelectedChoices}'s mandatory wait period from when an applicant obtains a commercial learner's permit (CLP) to the date an applicant is eligible to take the CDL skills test?
) 14 days
Other (please specify)

test <u>once</u> until t	he applicant is eligible to retake the skills test?
	datory waiting period
O 14 days	Other (please specify)
mandatory wai	QID5/ChoiceGroup/SelectedChoices}'s t period from when an applicant failed their second time until the applicant is eligible to test for a third time?
	datory waiting period
O 14 days	Other (please specify)
Does \$ {q://QIE	05/ChoiceGroup/SelectedChoices} require an

applicant to re-take the knowledge test and apply for a new

CLP after failing the CDL skills test a certain number of times?

) No

What is \${q://QID5/ChoiceGroup/SelectedChoices}'s

mandatory wait period from when an applicant failed a skills

Yes (Please specify the number of failures after which an applicant must obtain a new CLP)
Does \${q://QID5/ChoiceGroup/SelectedChoices} allow "banking" of portions of CDL skills tests? (i.e., does an applicant only have to retake the portion(s) of the CDL skills test which he/she failed?)
No Yes
Comment below on any rationale your State has for allowing or not allowing banking.
What, if any, types of Third-party testing does \$ {q://QID5/ChoiceGroup/SelectedChoices} utilize? Choose all that apply.
No Third-party resources are used. Community Colleges

Motor Carriers can test their current em	nployees
Private driver training schools	
Private, non-school third party testing o	organizations
Local Government	
Other (please	specify)
Does \$ {q://QID5/ChoiceGrou State facilities and examiners No Yes	
State Testing Only - CDL Ski	
(in days) that an applicant fa	ow, what was the average delay ced when scheduling their /ChoiceGroup/SelectedChoices}?
January 1, 2017 through December 31, 2017:	
January 1, 2018 through December 31, 2018:	
January 1, 2019 through December 31, 2019:	

January 1, 2020 through December 31, 2020	
For the time periods listed below (in days) that an applicant far skills retest (i.e., applicant had at least once) in \${q://QID5/Characteristics.	previously failed the skills test
January 1, 2017 through December 31, 2017:	
January 1, 2018 through December 31, 2018:	
January 1, 2019 through December 31, 2019:	
January 1, 2020 through December 31, 2020:	
What data source(s) was use skills test delay? Choose all the	ed to calculate the average CDL at apply.
Best guess of "usual or ordinary" delay to Current delays at all test locations	ime

number of test locations sampled)	
Current delay at the largest/busiest test location	
CSTIMS database	
Other (please specify)	
Are there any known limitations to the data source(s) used calculate the average skills test delay?	ot k
	//

State Testing Only - Volume and Demand

For each year listed below, how many of each type of CDL was issued by \${q://QID5/ChoiceGroup/SelectedChoices}?

New CDLs Issued (driver has never previously held a CDL)

a new
high
than p
Reinstated CDLs design

Upgraded CDLs (driver received a new CDL for a higher class than previously designated) CDLs where one of the following restrictions was lifted: pintle hook, air brake, air over hydraulic brake, or automatic transmission

	New CDLs Issued (driver has never previously held a CDL)	Reinstated CDLs	Upgraded CDLs (driver received a new CDL for a higher class than previously designated)	CDLs where one of the following restrictions was lifted: pintle hook, air brake, air over hydraulic brake, or automatic transmission
January 1, 2017 through December 31, 2017				
January 1, 2018 through December 31, 2018				
January 1, 2019 through December 31, 2019				
January 1, 2020 through December 31, 2020				
For each year li administered?		how many (CDL skills tes	sts were
	new CDLs, or upgrade/remo	first attempt to ve restrictions on nt CDL)	least one portion	ant had failed at n of the skills test mes previously)
January 1, 2017 through December 31, 2017				
January 1, 2018 through December 31, 2018				

	upgrade/remove re	strictions on	least one p	ortion of the sk ore times previo	dills test
January 1, 2019 through December 31, 2019					
January 1, 2020 through December 31, 2020					
For the time peric of-State applicar			•	ls tests o	f out-
January 1, 2017 through 2017:	December 31,				
January 1, 2018 through 2018:	n December 31,				
January 1, 2019 through 2019:	n December 31,				
January 1, 2020 througl 2020:	n December 31,				

Initial Tests (first skills attempt for

For the time periods listed below, how many CDLs did \${q://QID5/ChoiceGroup/SelectedChoices} issue for applicants

who chose to take the skills test in than \${q://QID5/ChoiceGroup/Selection		
January 1, 2017 through December 31, 2017:		
January 1, 2018 through December 31, 2018:		
January 1, 2019 through December 31, 2019:		
January 1, 2020 through December 31, 2020:		
For the time periods listed belocancellations did \${q://QID5/Chahave?	,	
January 1, 2017 through December 31, 2017:		
January 1, 2018 through December 31, 2018:		
January 1, 2019 through December 31, 2019:		
January 1, 2020 through December 31, 2020:		

For the time periods listed below, how many applicants did
not show up, or showed up late (missed their scheduled
time) and were therefore unable to take their scheduled CDL
skills test (i.e., the examinee was a "no-show")?

January 1, 2017 through December 31, 2017:	
January 1, 2018 through December 31, 2018:	
January 1, 2019 through December 31, 2019:	
January 1, 2020 through December 31, 2020:	

For the time periods listed below, how many applicants were not able to take a scheduled CDL skills test due to vehicle problems (e.g., vehicle was out-of-service or the wrong class)?

January 1, 2017 through December 31, 2017:	
January 1, 2018 through December 31,	

January 1, 2019 through December 31, 2019:	
January 1, 2020 through December 31, 2020:	
For the time periods listed belowests did \${q://QID5/ChoiceGroup	•
January 1, 2017 through December 31, 2017:	
January 1, 2018 through December 31, 2018:	
January 1, 2019 through December 31, 2019:	
January 1, 2020 through December 31, 2020:	

State Testing Only - CDL Skills Testing Resources

As of each date listed below, how many CDL skills testing locations did \${q://QID5/ChoiceGroup/SelectedChoices} have?

	Total				Passenger	School
	Number	Class A	Class B	Class C	Bus	Bus
	of Testing Locations	Testing (optional)	Testing (optional)	Testing (optional)	Testing (optional)	Testing (optional)
January 1, 2018						
January 1, 2019						
January 1, 2020						
January 1, 2021						

As of each date listed below, how many CDL skills testing examiners did \${q://QID5/ChoiceGroup/SelectedChoices} have?

	Total Number of Examiners	Class A Examiners (optional)	Class B Examiners (optional)	Class C Examiners (optional)	Passenger Bus Examiners (optional)	School Bus Examiners (optional)
January 1, 2018						
January 1, 2019						
January 1, 2020						
January 1, 2021						

General Comments and Feedback

What factors

did \${q://QID5/ChoiceGroup/SelectedChoices} consider when deciding whether or not to use Third-party testing?

What is the maximum delay in scheduling a CDL skills test that \${q://QID5/ChoiceGroup/SelectedChoices} feels would be reasonable to both \${q://QID5/ChoiceGroup/SelectedChoices} and the applicants? Please provide information on possible impacts of delays to both the State and the applicant.
What steps
would \${q://QID5/ChoiceGroup/SelectedChoices} have to take to ensure the average delay time for scheduling a CDL skills test was seven (7) days (i.e., one week) or less? Would this be reasonable for \${q://QID5/ChoiceGroup/SelectedChoices} to achieve?

If you have additional feedbac please leave them below.	k, comments, or suggestions,
Third Party Testing Only - C	DL Skills Testing Delays
For the time periods listed belo (in days) that an applicant fac first CDL skills test in \${q://QID5/	· ·
January 1, 2017 through December 31, 2017:	
January 1, 2018 through December 31, 2018:	
January 1, 2019 through December 31, 2019:	
January 1, 2020 through December 31, 2020	

For the time periods listed below, what was the average delay
(in days) that an applicant faced when scheduling a CDL
skills <u>retest</u> (i.e., applicant had previously failed the skills test
at least once) in \${q://QID5/ChoiceGroup/SelectedChoices}?

January 1, 2017 through December 31, 2017:	
January 1, 2018 through December 31, 2018:	
January 1, 2019 through December 31, 2019:	
January 1, 2020 through December 31, 2020:	
What data source(s) was use skills test delay? Choose all th	ed to calculate the average CDL at apply.
☐ Best guess of "usual or ordinary" delay☐ Current delays at all test locations	time
Random sample of current delays at sometimes number of test locations sampled)	ome test locations (please specify the
☐ Current delay at the largest/busiest te	st location
CSTIMS database	

Other (please specify)
re there any known limitations to the data source(s) used to alculate the average skills test delay?

Third Party Testing Only - Volume and Demand

For each year listed below, how many of each type of CDL was issued by \${q://QID5/ChoiceGroup/SelectedChoices}?

	New CDLs Issued (driver has never previously held a CDL)	Reinstated CDLs	Upgraded CDLs (driver received a new CDL for a higher class than previously designated)	CDLs where one of the following restrictions was lifted: pintle hook, air brake, air over hydraulic brake or automatic transmission
January 1, 2017 through December 31, 2017				
January 1, 2018 through December 31, 2018				

	New CDLs Issued (driver has never previously held a CDL)	Reinstated CDLs	Upgraded CDLs (driver received a new CDL for a higher class than previously designated)	CDLs where one of the following restrictions was lifted: pintle hook, air brake, air over hydraulic brake, or automatic transmission
January 1, 2019 through December 31, 2019				
January 1, 2020 through December 31, 2020				

For each year listed below, how many CDL skills tests were administered?

	Initial Tests (first skills attempt for new CDLs, or first attempt to upgrade/remove restrictions on current CDL)	Retests (applicant had failed at least one portion of the skills tes one or more times previously)
January 1, 2017 through December 31, 2017		
January 1, 2018 through December 31, 2018		
January 1, 2019 through December 31, 2019		
January 1, 2020 through December 31, 2020		

of-State applicants were admi	nistered?	
January 1, 2017 through December 31, 2017:		
January 1, 2018 through December 31, 2018:		
January 1, 2019 through December 31, 2019:		
January 1, 2020 through December 31, 2020:		
For the time periods listed belo did \${q://QID5/ChoiceGroup/Selewho chose to take the skills test in than \${q://QID5/ChoiceGroup/Selewhon \$	ctedChoices} issu a State other	
January 1, 2017 through December 31, 2017:		
January 1, 2018 through December 31, 2018:		

January 1, 2019 through December 31,

For the time periods listed below, how many skills tests of out-

2019:	
January 1, 2020 through December 31, 2020:	
For the time periods listed belocancellations did \${q://QID5/Chave?	,
January 1, 2017 through December 31, 2017:	
January 1, 2018 through December 31, 2018:	
January 1, 2019 through December 31, 2019:	
January 1, 2020 through December 31, 2020:	

For the time periods listed below, how many applicants did not show up, or showed up late (missed their scheduled time) and were therefore unable to take their scheduled CDL skills test (i.e., the examinee was a "no-show")?

January 1, 2017 through December 31, 2017:	
January 1, 2018 through December 31, 2018:	
January 1, 2019 through December 31, 2019:	
January 1, 2020 through December 31, 2020:	
For the time periods listed belo not able to take a scheduled C problems (e.g., vehicle was ou class)?	DL skills test due to vehicle
January 1, 2017 through December 31, 2017:	
January 1, 2018 through December 31, 2018:	
January 1, 2019 through December 31, 2019:	
January 1, 2020 through December 31, 2020:	

For the time p	periods lis	sted belo	ow, how	many fo	ailed CDI	_ skills
tests did \${q:/	//QID5/Ch	oiceGrou	ıp/Selecte	edChoice	es} have?	
January 1, 2017 thi 2017:	rough Decer	mber 31,				
January 1, 2018 th 2018:	rough Decei	mber 31,				
January 1, 2019 th 2019:	rough Decei	mber 31,				
January 1, 2020 th 2020:	nrough Dece	ember 31,				
Third Party 1	Testing C	Only - C	DL Skill	s Testir	ng Reso	urces
As of each do				,		0
	Total Number of Testing Locations	Class A Testing (optional)	Class B Testing (optional)	Class C Testing (optional)	Passenger Bus Testing (optional)	School Bus Testing (optional)
January 1, 2018						
January 1, 2019						

January 1, 2020

January 1, 2021

As of each date listed below, how many CDL skills testing examiners did \${q://QID5/ChoiceGroup/SelectedChoices} have?

	Total Number of Examiners	Class A Examiners (optional)	Class B Examiners (optional)	Class C Examiners (optional)	Passenger Bus Examiners (optional)	School Bus Examiners (optional)
January 1, 2018						
January 1, 2019						
January 1, 2020						
January 1, 2021						

State and Third Party - CDL Skills Testing Delays

For the time periods listed below, what was the average delay (in days) that an applicant faced when scheduling their first CDL skills test in \${q://QID5/ChoiceGroup/SelectedChoices}?

	At State Testing Locations	At Third-party Testing Locations
January 1, 2017 through December 31, 2017:		
January 1, 2018 through December 31, 2018:		

	At State Testing Locations	At Third-party Testing Locations
January 1, 2019 through December 31, 2019:		
January 1, 2020 through December 31, 2020		

For the time periods listed below, what was the average delay (in days) that an applicant faced when scheduling a CDL skills <u>retest</u> (i.e., applicant had previously failed the skills test at least once) in \${q://QID5/ChoiceGroup/SelectedChoices}?

	At State Testing Locations	At Third-party Testing Locations
January 1, 2017 through December 31, 2017:		
January 1, 2018 through December 31, 2018:		
January 1, 2019 through December 31, 2019:		
January 1, 2020 through December 31, 2020:		

What data source(s) was used to calculate the average CDL skills test delay? Choose all that apply.

Best guess of "usual or ordinary" delay time
Current delays at all test locations
Random sample of current delays at some test locations (please specify the number of test locations sampled)
Current delay at the largest/busiest test location
CSTIMS database
Other (please specify)
Are there any known limitations to the data source(s) used to calculate the average skills test delay?

State and Third Party Testing - Volume and Demand

For each year listed below, how many of each type of CDL was issued by \${q://QID5/ChoiceGroup/SelectedChoices}?

	New CDLs Issued (driver has never previously held a CDL)	Reinstated CDLs	Upgraded CDLs (driver received a new CDL for a higher class than previously designated)	CDLs where one of the following restrictions was lifted: pintle hook, air brake, air over hydraulic brake, or automatic transmission
January 1, 2017 through December 31, 2017				
January 1, 2018 through December 31, 2018				
January 1, 2019 through December 31, 2019				
January 1, 2020 through December 31, 2020				

For each year listed below, how many CDL skills tests were administered?

		Retests	
Initial Tests (first		(applicant had	
skills attempt for		failed at least	
new CDLs, or first		one portion of	
attempt to		the skills test	
upgrade/remove		one or more	
restrictions on	Initial Tests at	times	Retests at
current CDL) at	Third-party	previously) at	Third-party
State Testing	Testing	State Testing	Testing
Locations	Locations	Locations	Locations

	Initial Tests (first skills attempt for new CDLs, or first attempt to upgrade/remove restrictions on current CDL) at State Testing Locations	Initial Tests at Third-party Testing Locations	Retests (applicant had failed at least one portion of the skills test one or more times previously) at State Testing Locations	Retests at Third-party Testing Locations
January 1, 2017 through December 31, 2017				
January 1, 2018 through December 31, 2018				
January 1, 2019 through December 31, 2019				
January 1, 2020 through December 31, 2020				
For the time no	riode listad be		oany ekille te	acts of out
or the time pe of-State applic			,	asis or our
	At State Testir	ng Locations	At Third Party Te	sting Locations

January 1, 2017

January 1, 2018

2017:

2018:

through December 31,

through December 31,

	At State Testing Lo	ocations At Third	Party Testing Locations
January 1, 2019 through December 31, 2019:			
January 1, 2020 through December 31, 2020:			
For the time periods did \${q://QID5/Choice who chose to take the than \${q://QID5/Choice	eGroup/Sele e skills test ir	ctedChoices} issun	
January 1, 2017 through De 2017:	ecember 31,		
January 1, 2018 through De 2018:	ecember 31,		
January 1, 2019 through De 2019:	ecember 31,		
January 1, 2020 through D 2020:	ecember 31,		

For the time periods listed below, how many CDL skills test cancellations did \${q://QID5/ChoiceGroup/SelectedChoices}

have?

	At State Testing Locations	At Third-party Testing Locations
January 1, 2017 through December 31, 2017:		
January 1, 2018 through December 31, 2018:		
January 1, 2019 through December 31, 2019:		
January 1, 2020 through December 31, 2020:		
•		v many applicants did sed their scheduled
time) and were the skills test (i.e., the ex		ake their scheduled CDL o-show")?
	At State Testing Locations	At Third-party Testing Locations
January 1, 2017 through December 31, 2017:		
January 1, 2018 through December 31, 2018:		
January 1, 2019 through December 31, 2019:		

	At State Testing Locations	At Third-party Testing Locations
January 1, 2020 through December 31, 2020:		
or the time peric	ods listed below, how	many applicants were
not able to take o	a scheduled CDL skills ehicle was out-of-sei	test due to vehicle
	At State Testing Locations	At Third-party Testing Locations
January 1, 2017 through December 31, 2017:		
January 1, 2018 through December 31, 2018:		
January 1, 2019 through December 31, 2019:		
January 1, 2020 through December 31, 2020:		

For the time periods listed below, how many failed CDL skills tests did \${q://QID5/ChoiceGroup/SelectedChoices} have?

	At State	Testing Loc	cations	At Third-po	arty Testing Lo	ocations
January 1, 2017 through December 31, 2017:						
January 1, 2018 through December 31, 2018:						
January 1, 2019 through December 31, 2019:						
January 1, 2020 through December 31, 2020:						
State and Third	l Party -	Testi	ng Reso	urces		
As of each date skills testing loca	ations		•			d CDL
		•		,		
		lass A esting	Class B Testing	Class C Testing	rassenger Bus Testing	School Bus Testing

(optional)

Locations

January 1, 2018

January 1, 2019

January 1, 2020

January 1, 2021

(optional)

(optional)

(optional)

(optional)

As of each date listed below, how many *Third-party* operated CDL skills testing locations did \${q://QID5/ChoiceGroup/SelectedChoices} have?

	Total Number of Testing Locations	Class A Testing (optional)	Class B Testing (optional)	Class C Testing (optional)	Passenger Bus Testing (optional)	School Bus Testing (optional)
January 1, 2018						
January 1, 2019						
January 1, 2020						
January 1, 2021						

As of each date listed below, how many *State* CDL skills testing examiners did \${q://QID5/ChoiceGroup/SelectedChoices} have?

	Total				Passenger	School
	Number	Class A	Class B	Class C	Bus	Bus
	of	Examiners	Examiners	Examiners	Examiners	Examiners
	Examiners	(optional)	(optional)	(optional)	(optional)	(optional)
January 1, 2018						
January 1, 2019						
January 1, 2020						
January 1, 2021						

As of each date listed below, how many *Third-party* CDL skills testing examiners did \${q://QID5/ChoiceGroup/SelectedChoices} have?

	Total Number of Examiners		Passenger Bus Examiners (optional)	School Bus Examiners (optional)
January 1, 2018				
January 1, 2019				
January 1, 2020				
January 1, 2021				

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