

Abbreviated Adult Town Hall Meeting July 28, 2020

Organizer: Stacey Thompson-Program Administrator-Driver Training Program Office

Attendees: Julia Tipple-Administrative Professional-Driver Training Program Office

Lt. Herb Homan-Ohio Traffic Safety Office

Valerie Wald-State Administrator of Driver Training-Driver Training Program Office

Mary Kaye Speckhart-Professional Driving School

Karen and Bill Blumhorst-Capabilities

Julie Bernier-Costech Technologies

Paul Zalatoris-Top Driver

Rick Van Pelt-All Star Driver Education

Eli Riadi-24/7 Traffic Education Corporation

Topic 1: Structure of the current program: what are your goals? Is it working?

Julie: Given that I am online, I can't really say that I can contribute.

Stacey: I assume you're an advocate for online?

Julie: Definitely, I think it is good that it is enforced and that it is a shorter course. I think at the age of 18 they feel like they can just get behind the wheel and this course helps them as a bridge to get into the car for the first time. We have a lot of students who will come and just take the course to take it rather than being required.

Mary Kaye: Do you find that the students who don't get training from family members, they do want to get into a classroom and get some knowledge beforehand. We get a lot of parents who ask if they can put the kids in the classroom before they get in behind the wheel. We get a lot of students who come in and are upset because they only failed the maneuverability, maybe we could give an exception to these students. They tend to not want to learn because they only failed that portion, and it makes it hard on the other students who really do want to learn in the classroom.

Stacey: What about the structure of the program?

Mary Kaye: I feel like they should be grandfathered if they have already taken the 24 hour course. Maybe we could give the students 6 months to a year for that course to still count. Maybe they couldn't go take that test before they turned 18 because of some sort of situation.

Stacey: How long would be a time frame to grandfather them?

Mary Kaye: I think the 6 months would be a long enough time.

Julie: I have never really come across parents calling me with students who have taken the 24 hour course and now they need to take another one, but I think that is a good time frame. The material would still be fresh maybe they just had a bad day. I think especially if they have the completion certificate this would be a good solution for those parents and students who can't really afford to pay for another course. It would also be a good push to make sure that parents and students are hustling to get their testing done in a timely manner. It would also help with making sure that students are

Mary Kaye: I think that this would help push students to actually take the teen course instead of waiting until they are 18 to take the test.

Karen: I think the other issue is that we are having a really hard time scheduling testing right now, some students aren't 18 but they are having to wait until they are 18 to test. I also agree with the 6 months grandfather clause.

Stacey: Like Mary Kaye said a lot of students wait until they are 18 and testing and failing. These students if they continue to fail have to take the test again, are you seeing a lot of students over and over?

Julie: I am not seeing people who are taking it multiple times. Only people who took teen years ago.

Karen: We don't see people more than once, but the majority of our people are disabled or people with disabilities.

Mary Kaye: I am not seeing many repeats, but if I do it tends to be with students who have a language barrier. We do have an online program we are partnered with that offers the course in multiple languages

Eli: The list on the abbreviated adult course on the driver training website, I feel like it is dominating. The list is set up by who got their license first, not alphabetical. I think the list should be rotated evenly through all the driving schools. Even if we advertise people are always going to pick the government website. They also aren't going to go through different websites to find a course they like, they just pick the first one.

Stacey: I hear this topic and would like to ask you to please email the group so that we can get more input and information, but because this is not on the agenda I am going to ask that we don't talk about it today. I like this topic though, so please make sure to email the group.

Bill: I think an important piece of this is, that if someone fails a driving test, I think they really need to get out with an instructor. We need to make sure they are safe out there. I think especially our students, they have no one who will drive with them. I think it is important that students complete that four hours of in car instruction. I am not a fan of the 24 hour affidavit. I think it is just a piece of paper that is signed and doesn't necessarily always happen.

Mary Kaye: I agree with this, we even have students that do the 24 hour affidavit and then will come to us for another 2 hour of in car instruction to make sure that they are ready to test and drive.

Stacey: How does everyone feel about requiring logging of the hours? Instead of just the 24 hour affidavit.

Mary Kaye: I think it would be a nice add on, but the teens would also need this. We always make sure to let them know that this is a legal document and you better have something to back this up.

Karen: We made up a log to give to the students.

Julie: I don't do the behind the wheel portion, but I feel like even if this would be an app that is developed that logs as soon as you get behind the wheel. This really stems from the fact that kids learn from parents in the car and those parents don't have good habits either. You really need someone who is going to teach correct habits in the car and this isn't done by parents who are teaching behind the wheel.

Mary Kaye: There is actually an app out there already, but just like steps apps it counts every time you get into the car, even when you aren't driving.

Topic 2: Online: Timing of the course.

Stacey: It was brought up in our online meeting that it might be nice if we went by calendar days rather than a 24 hour lock out.

Julie: Yes, explaining how rolling time works to parents and students is so complicated. We have videos, clause, and disclaimers, but students still don't understand. I feel like just for explaining and them understanding a calendar day would be so much easier.

Paul: I agree with Julie. I think that it needs to be consistent from one program to the next.

Eli: Usually they come in the next day, but I agree that it should be midnight to 11:59PM as a day rather than the current way it is set up. We get a lot of calls.

Stacey: We asked this in the other town hall. If we change this, would it be hard to reprogram?

Eli: It should just be a couple of days to test and make sure everything is alright. Just to make sure students are being locked out for the right amount of time after failing.

Julie: I think it should just take a couple of days to make sure it is correct.

Topic 3: certificates.

Stacey: This is a hot topic, everyone wants electronic transmission of certificates.

Mary Kaye: I am seeing that motorcycle Ohio has gone to direct transmission to the BMV. Is there any way that we could do that as well?

Stacey: I am not saying that wouldn't be an option, but we haven't had it thrown out yet. Online, do you have an interest in being able to email certificates?

Julie: Yes definitely, especially right now because of the pandemic. We send an email to the student and parent as soon as the certificate is sent out explaining when it will come and to contact us if it doesn't arrive. We even stamp our envelopes saying "do not throw away" because people are throwing them away not realizing what they are or thinking they don't need them. Especially during the summer months we get a lot of calls for new certificates. It's frustrating to us and parents that it can take a month or more for certificates and duplicate certificates. We even get calls and emails saying other courses are emailing certificates and then we have to explain that they are not following state laws. Or we have parents who will pre-schedule a test thinking they will have the certificate in time and then they don't and they are upset.

Mary Kaye: I think it will also eliminate some of the cost for us as well. We wouldn't have to pay for additional printing and shipping costs. I think they should go directly to the BMV. It would make it easier for scheduling and ensuring that they have actually completed a course before testing.

Bill: I think as well that teenagers they have a tendency to lose the certificate between the time they are handed it and the time they test. It would make it so much easier if we could have them sent to the BMV.

Julie: I thought originally that it would be for security reasons, but I still think that if they are emailed it would be safer. There isn't a way for them to get lost in the mail, sent to an old address, or put in the wrong mail box.

Mary Kaye: But I think the same thing is wrong with emails. People change emails all the time. I think we should be able to do it both ways. Send one in the mail and digital that way we are covered, and then report the number to the BMV. That way if they show up we have backup methods. It would cause less headaches for the parents, students, driving schools, and the BMV.