

## Questions to the Webinar meeting on November 06, 2014

**Q.** How does a school deal with complaints sent to ADOT when there is almost no rebuttal process in House Bill 2183. Guilty until proven innocent?

**A.** The Provider will be given the opportunity to respond to any complaints given to ADOT. At that point once all the information is gathered, ADOT will make a determination as to the validity of the complaint and respond to the individual or company who filed the complaint.

**Q.** Is online training mandatory?

**A.** No, it is not mandatory.

**Q.** Owners need to get into instructors electronic report?

**A.** This report is generated internally, but the compliance Officer will provide the information upon request at the site visit.

**Q.** Did AZ driving Instructors write the curriculum standards? Some do not seem to fit AZ driving. Three point turns are used to get away from flooded wash areas and no driveway exists.

**A.** The three point turn can be applied to most situations; it is up to the Providers to use the curriculum as a guideline but can cater it to AZ geographic location.

**Q.** Can you define the word "contract" as stated in HB 2183?

**A.** Webster's Dictionary defines contract as, an agreement having a lawful object entered into voluntarily by two or more parties, each of whom intends to create one or more legal obligations between them.

**Q.** Can you provide the audit and compliance (Inspection) checklists?

**A.** Yes, a copy of the compliance inspection checklist will be sent out to every provider. It will be sent out by the compliance officer.

**Q.** How will ADOT handle Home School Parents who challenge the 30/10 rule?

**A.** In order to receive a TCC, an applicant must complete the 30hr classroom training and or the 10hrs behind –the- wheel. If the parents themselves teach their siblings, when the individual goes to the MVD or ATP the parent would have to sign on the Driver License application that the individual has met 30hrs of instruction and 10 hours behind the wheel.

**Q.** Is the 30 hours academic and 10 hours driving required to issue a TCC? So if a 30 hour and 10 hour behind the wheel course is not conducted then no use of TCC?

**A.** In order to issue a TCC, the requirement is the 30 hours classroom and 10 hours behind the wheel. If the applicant does not complete a full 30 and 10 then no TCC will be issued and the individual will have to test at the MVD field offices or the Authorized Third Party offices.

**Q.** Is there a standard established set of time to be taught/ covered for specific subjects and standards? braking and stopping distance must be covered in/with 2 hours.

**A.** The curriculum is based on 30 hours, within those 30 hours the Provider can setup the applicable time required for each section of the curriculum. This is why ADOT allows the Provider to determine how to create their program based upon the curriculum standards.

**Q.** Where do we obtain the DLTP compliance checklist?

**A.** Our compliance officer will email to the providers the compliance checklist.

**Q.** What exactly is “Administrative Probation”?

**A.** The provider will be placed on administrative probation for a period of time to be determined by the PDS program, during which time the Provider will be closely monitored to ensure compliance. Reviews may be conducted with the Provider throughout the duration of the probation. Once released from probation, the provider must not commit any additional violations for 30 days to regain good standing

**Q.** If a school uses high school classrooms or space where is the required signage posted?

**A.** If teaching at a temporary site, the signage can be carried in either by the instructor or owner. It can be portable. But it must be present at the time when instructing.

**Q.** The MVD handbook says that Arizona offers “Motorcycle Only” licenses. I have had several customers say that they have to give up their out of state car license to get a motorcycle license. Why?

**A.** A customer is only allowed to have a single credential from any state or jurisdiction. Therefore, when a customer what’s a license whether motorcycle or driver license their existing credential must be surrendered in order to obtain the credential from that state.

**Q.** What if a student takes the 30/10 and still gets randomly picked for the road test at the MVD field office, parents will be upset?

**A.** The new TCC will stipulate that a student may be selected for random testing and that the student understands this. It is the responsibility of the providers to make the applicants aware of this stipulation.

**Q.** Will we have to retest annually?

**A.** No, the owners who train or the trainers will not have to retest.

**Q.** Can we get clarification on the 10 hours and permit question posed earlier? Do they have to take the 30 hours in-class to get the TCC if they come to us with their permit?

**A.** If the applicant already has a permit, they just need to take the 10 behind the wheel training and a TCC will be given at that point to waive testing at the MVD field offices or the Authorized Third Party.

**Q.** Does electronic reporting pertain to adaptive driving schools?

**A.** No, It does not apply to the Adaptive Driving Schools since they already issue a COC for all their applicants who pass their course.

**Q.** Is this applicable to adaptive driving schools?

**A.** No. SPE applicants already have a license.

**Q.** Will the look of the certificate change after January 12<sup>th</sup>?

**A.** A new Training Completion Certificate with the verbiage that contains the Random testing disclaimer will be active on January 12<sup>th</sup>, 2015.

**Q.** Why do you need to know our financials?

**A.** This is a requirement when entering an Authorized Third Party Agreement. What would be required from the providers in terms of financials is still under discussion.

**Q.** Is the online training designed for students or trainers?

**A.** This is an item we are tabling for Phase II discussion. We have no answer for you at this time.

**Q.** We are a bit concerned that each instructor is able to change their password. Although we strive to only hire honest qualified individuals, we'd like the passwords to be under the control of the school's administrator. Might that be something that can change at some point?

**A.** No, the electronic reporting requirement was created so that the trainers can create their own secure access to be able to upload the student demographic once a student has successfully completed the providers' course. The Department's help desk personnel would only be able to assist the trainer in fixing issues with logging in through the help desk only if they trainer has the ability to create their own passwords.