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Description of document: Maryland Motor Vehicle Administration Non-Commercial Class "C" driving Examiner's Training Manual, 2015

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November 16, 2016

Re: Maryland Public Information Act Request

In accordance with your request, we have re-examined the driving test examiner handbook/manual to determine if there are severable portions of that document that should be disclosed in response to your recent request. We have determined that there are, in fact, severable portions that can be disclosed. Accordingly, I have enclosed herewith a redacted copy of the manual.

General Provisions Article § 4-203(c) requires that we give you notice of the remedies available to you for review of the denial (or partial denial) of your request. Pursuant to GP § 4-1B-01, *et seq.*, you may seek the assistance of the Public Access Ombudsman, in the Office of the Attorney General, to assist in resolving a disputed denial. You may also contest the denial by seeking judicial review, under GP § 4-362, by filing a complaint with the circuit court in the county where you reside or have your principal place of business, or in Anne Arundel County, where the records are located.

Thank you for your correspondence. If you have any further questions, please feel free to contact me at 410-787-7830, or Melissa Robinson, who would be pleased to further assist you, at 410-768-7205.

Sincerely,

A handwritten signature in blue ink, appearing to read "Melissa M. Robinson", is written over a light blue circular stamp.

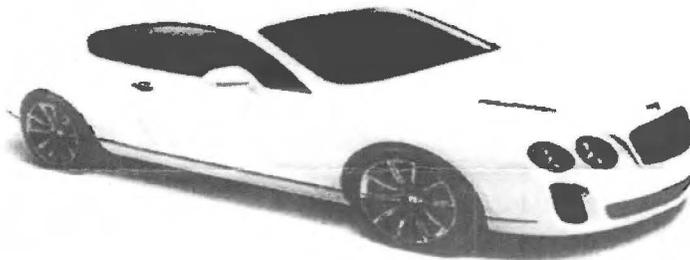
Melissa M. Robinson
Public Information Act Representative

MVA

MARYLAND MOTOR VEHICLE ADMINISTRATION



NON-COMMERCIAL CLASS "C" TESTING



EXAMINER'S TRAINING MANUAL / JULY 2015 REVISION

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THE TRAINING INFORMATION CONTAINED IN THE MANUAL IS BASED ON THE AAMVA
2007 NON-COMMERCIAL TESTING MODEL

SECTION I

OVERVIEW

Welcome and thank you for coming! This training will assist you in administering the Non-Commercial Class "C" On-Road Driving Test.

WHY WE ARE HERE

The purpose of this training is to provide you with the information necessary to administer and score the Class C on-road driving test. As I am sure you are aware, the MVA first piloted this test in December of 2008. The Frederick and Waldorf offices were the first two locations to implement the pilot on-road test. The Essex, White Oak and Largo offices began administering the on-road test as well in December of 2009. By 2010, all MVA branches were using the on-road test. The test is broken down into three parts; a stringent Vehicle Inspection, a Modified Course Test, and an On-Road Driving Test. In July 2015, the course test was modified again, and the "Parallel Parking" maneuver was removed from the test. This change was made to allow us to better assess that the applicant has the minimum knowledge and skills required to continue on to the road test. In addition, the new test enables us to better assess the applicant's ability to drive safely in a "real world setting".

LICENSING TESTS

The primary purpose of a licensing test is to determine if drivers are able to drive safely before they are allowed to operate a motor vehicle by themselves. Driving tests measure what drivers can do, or are capable of doing. No license test can tell what drivers will do, because most drivers are able to conceal their driving habits during the driving test. Driving tests are not intended to "screen out" bad drivers because, with persistence, even these drivers will receive a license. Drivers that lack the ability and knowledge to pass the licensing test the first time must improve their skills in order to pass in the future. Examiners must use uniform administration and scoring procedures to ensure that the required skills and knowledge are eventually met.

Meeting licensing standards requires that anyone operating a motor vehicle pass certain knowledge and skills tests. Together, these tests ensure that the driver has met the minimum knowledge and skill requirements. The examiner plays an important role in ensuring that the testing process is carried out correctly and consistently.

OUR RESPONSIBILITY

The MVA's goal is to ensure safety to its employees and customers and other road users while enhancing the process and product security.

Examiners have a unique responsibility for ensuring that drivers who are granted a driver license have the knowledge and skills required for the safe operation of their vehicle.

The driver's license examiner is the only government representative who eventually has contact with every licensed driver. Through contact with a driver license examiner, an applicant will form opinions, good or bad, with regard to: (1) the importance of traffic safety (2) the MVA driver license program (3) the department the examiner represents, and (4) the State Government, in general. Therefore, it is essential that driver license examiners be well trained professionals.

Examiners can influence the reliability and thus the validity of the tests by how well they administer them. Therefore, examiners can make or break the quality of the driver license test. The procedure for test administration described in this manual was designed so that different examiners can uniformly administer the test. This is necessary for the reliability and validity of the test.

Reliability is not difficult to achieve with a written test. The test procedures are straightforward and the directions are precise. It is much more difficult to achieve reliability of skills tests as different examiners must agree on the performance of an applicant to achieve good reliability.

Considerable training and practice is required before examiners know exactly what to look for when assessing the skill of drivers. Also, test reliability is reduced when some test conditions, especially those encountered on a road test, cannot be fully controlled. Some of the conditions that reduce reliability due to these slight differences are: traffic and weather conditions, examiner health, fatigue and attentiveness. Since the examiner cannot control the variations in traffic and weather, there is no way to ensure that every skills test will be identical. If an examiner performs poorly, two kinds of errors can result:

First, drivers that do not possess the required knowledge and skills for safe driving may get licensed because they were given a better score than they deserved. Secondly, drivers that do possess the skills and ability are unfairly denied a license because they were given a lower score than deserved.

The second outcome is not serious from a public safety point of view, but it is certainly unfair to the driver. The first outcome can result in allowing an unsafe driver on the road. Neither result is good for establishing and maintaining the public's trust. The performance of every driver must be evaluated in the same manner.

As a driver license examiner, you will be administering a driving test on a course that was designed to determine if an individual has the ability to maneuver their vehicle in various driving situations. Upon successful completion of the on-course test, the applicant will be instructed to proceed to the on-road portion of the test.

In addition to this training manual, there are other resources available to assist you in becoming a highly skilled examiner:

- The Maryland Driver's Handbook.
- The MVA course test site.
- Area roads where the on-road portion will be administered.

VISION SCREENING

"Vision Screening and Requirements"-Brochure (DL-043)

The purpose for screening vision is to determine whether the applicant can meet the minimum vision requirements as stated in Maryland law. No attempt can or should be made to use it for any other purpose other than the "screening" of applicants to determine whether they meet the required standards.

The MVA screens vision and does not engage in vision testing. There is a difference between the two and only a professional in the eye care field is competent to engage in vision testing.

Vision standards for a Maryland Non-Commercial Class "C" license are:

- Visual Acuity 20/40 each eye.
- Field of Vision 140 degrees continuous.
- Binocular Vision.

TEST VEHICLES

TAGS AND REGISTRATION

1. Maryland Temporary Plates -Valid For Driving Test

The temporary registration shall be valid for a period not to exceed 60 days. Upon receipt of the temporary registration, the applicant shall affix the metal registration plates on the vehicle as required.

The temporary registration of a vehicle expires on whichever occurs first:

- Receipt of annual registration plates for the vehicle;

- Rescission of the contract to buy the vehicle; or
 - Expiration of 60 days from the date the temporary plate was issued.
2. **Dealer Plates "Class 1A" Valid for Driving Test**
- Permitted Uses-A dealer may lend the vehicle to a prospective buyer for not more than 10 days, regardless of the use of the vehicle during the demonstration period.
3. **Verification of Insurance/Authorization to Operate a Motor Vehicle**
- Customer and responsible adult (if applicant is under 21) must sign and date this form.
 - Proof of Insurance, policy number and expiration date must be entered on the form.

UNAUTHORIZED USE OF RENTED MOTOR VEHICLE

Unless the applicant's name is on the rental agreement, they cannot utilize the vehicle for a test.

Maryland Vehicle Law 18-106

- a) Lessees permitting other persons to drive rented motor vehicles- if a person rents a motor vehicle under an agreement not to permit another person to drive the vehicle, the person may not permit any other person to drive the rented motor vehicle.
- b) Rental agreements prohibiting other persons from driving vehicles- if a person rents a motor vehicle under an agreement not to permit another person to drive the vehicle, no other person may drive the rented motor vehicle without the consent of the lessor or his agent.

EXAMINER PROCEDURE

Introduce yourself to the applicant and accompanying driver

Request necessary documents and review:

1. Learner's Permit
2. Accompanying Driver's License
3. Valid Instructor's ID card (if applicable)
4. Other required documents such as MAB Re-exam paperwork, etc.
5. Ask applicant to get comfortable in the driver's seat and make any adjustments necessary.

Complete the following forms:

- Daily Examination Log (DL-32)
- Driver's information & tag number on score sheet
- *Vehicle Inspection* area on score sheet

GENERAL INFORMATION

Examiner assistance: if an applicant has trouble finding and/or operating any item on the vehicle inspection you must assist them in locating the item and instruct him/her how to operate the item. However the applicant must operate each item and should only get instruction from you and/or an MVA approved interpreter (if applicable). If an applicant does not speak/understand English, and does not have an interpreter, you must guide them through the vehicle inspection; an applicant cannot be disqualified for not speaking/understanding English during any part of the test.

A failure of the pre-trip inspection is not a failure for the applicant it is a vehicle disqualification only.

Back-up cameras: back-up cameras, bumper beepers and digital imaging devices are acceptable on the test vehicle. The third or middle brake light not working is acceptable as long as the two main brake lights are working.

Dashboard warning lights: if a warning indicator light remains on after starting the vehicle, it is an indication of a component failure, and the vehicle will be disqualified. The exceptions would be the following: "Service Engine Soon" or "Oil" indicator lights remaining on after engine is started are **not** a disqualification; however, the "Engine" or picture of an engine indicator light remaining on after engine start is a disqualification. The "Air Bag" indicator light is **not** a disqualification. The "Brake" or "ABS" indicator lights alone are **not** a disqualification; however, if **both** the "Brake" and "ABS" indicator lights remain on after the engine is started and the parking brake is released, it is a disqualification. The "Low Tire" pressure indicator light or picture is **not** a disqualification; however, you must visually verify that the tires have adequate air pressure.

Cell phone: your cell phone should be on vibrate. Program you phone with an office number that you know will be answered. Make sure that the applicant has their phone turned off during the test. They are not to answer or make calls during the test, (even if you are driving back.)

Interpreters: the applicant may at their expense employ the services of an interpreter as long as their name appears on the "MVA Approved Interpreter List". They must sit behind the driver during the test. They should be instructed to only repeat exactly what you said to the applicant. They should not give any other information verbally or through gestures to the applicant. If the applicant has a question, the interpreter should repeat the question to you and you will answer the question, then the interpreter will translate your response to the applicant.

If a **hearing impaired** applicant appears for a test, they may either have a sign language interpreter or the examiner will administer the test using hand gestures and yellow flash cards provided. The interpreters are also required to be MVA approved.

Unsafe test conditions: your branch manager is responsible for making the decision as to whether the test can be administered in bad weather, (such as severe rain, snow, lightening etc.)

Examiner driving a rented vehicle: A provision has been made whereas an examiner may drive a rented motor vehicle back to the MVA when the applicant fails, even though the examiner's name will not appear on the agreement.

Testing drivers with expired license or lost learner's permit: you must write a 1 day temporary paper license for anyone who has previously held a valid license (MD, O/S, O/C) but has expired. If an applicant states they have lost their learner's permit, they must apply for and be issued a duplicate learner's permit before taking the test.

Driver Wellness/MAB Re-exam tests: all re-examinations for applicants requested by Driver Wellness are required to be scheduled for a driving test appointment. They will also be required to submit to the on-road test after successful completion of the closed course portion, unless otherwise noted on the re-exam form. In rare cases, you may be requested to administer the course only because the driver will complete a geographical driving test at a later date.

Interlock Restriction: if the applicant has an interlock restriction on their current Driver's License, they are required to furnish a vehicle equipped with the interlock device for the road test. The applicant will blow into the device to start the vehicle and may be required to repeat this during the trip. If the applicant fails when they blow into the interlock device, the test will be terminated. If the applicant fails on the road, he/she can blow into the device, if necessary, to allow the examiner to return the vehicle to the MVA. The licensed driver is also authorized to blow into the device as long as he/she is driving the vehicle. If the interlock restriction is only on the driving record, but not on the Driver's License the applicant may test in a vehicle without the interlock device. However, if the customer passes the test, he/she would not be able to get their license until they present the installation documents.

Licensed Driver Requirements: if the Licensed Driver who is accompanying the Learner's Permit holder (applicant) is in the passenger seat and the applicant is driving the vehicle to the test site, they must be **21 years of age or older** and must have held a valid class C Driver's License (or higher) for **at least 3 years**. However, if the Licensed Driver is driving the vehicle to the test site and the applicant (permit holder) is in the passenger seat the Licensed Driver may hold either a valid full Driver's License or a Provisional Driver's License regardless of age and the amount of time the license has been held. **Exception:** If the Licensed Driver is under 18 years of age, whether they drive the vehicle to the test site or not; and have not held their Provisional Driver's license for a minimum of 151 days (5 mos.) they cannot be a licensed driver for a Learner's Permit holder (applicant) who is under 18 years of age; unless the applicant is a direct family member (spouse, daughter, son, stepdaughter, stepson, sister brother, sister, step sister, stepbrother, or other family member living at the same address.)

DISQUALIFICATIONS



SECTION II

ROAD TEST

The purpose of the road test is to determine if the driver has the minimum level of skill to drive safely in most road situations.

The road test was designed to be as safe as possible while allowing the driver to demonstrate their ability to drive in a "real world setting". Please take the opportunity to familiarize yourself with the road route as well as possible safe pull off locations, should the test be terminated. The safety of the driver, of you and that of the general public comes first, if the driver violates any law or causes any concern for the safety of anyone, the test should be terminated and you the examiner should return the vehicle to the MVA.

After the course test is passed, the applicant will proceed directly to the road test. Once the applicant has correctly made a complete stop at the last stop sign on the test course; instruct the applicant to put their vehicle in park and read the following instructions:

ON-ROAD DRIVING TEST INSTRUCTIONS

