

# Vote Record

## Committee on Transportation and Information Infrastructure

Date: 2/18

Moved by: KEDZIE

Seconded by: MEYER

AB \_\_\_\_\_ SB 442 Clearinghouse Rule \_\_\_\_\_  
 AJR \_\_\_\_\_ SJR \_\_\_\_\_ Appointment \_\_\_\_\_  
 AR \_\_\_\_\_ SR \_\_\_\_\_ Other \_\_\_\_\_

A/S Amdt \_\_\_\_\_  
 A/S Amdt \_\_\_\_\_ to A/S Amdt \_\_\_\_\_  
 A/S Sub Amdt \_\_\_\_\_  
 A/S Amdt \_\_\_\_\_ to A/S Sub Amdt \_\_\_\_\_  
 A/S Amdt \_\_\_\_\_ to A/S Amdt \_\_\_\_\_ to A/S Sub Amdt \_\_\_\_\_

Be recommended for:  
 Passage     Adoption     Confirmation     Concurrence     Indefinite Postponement  
 Introduction     Rejection     Tabling     Nonconcurrence

<u>Committee Member</u>	<u>Aye</u>	<u>No</u>	<u>Absent</u>	<u>Not Voting</u>
<b>Senator Joseph Leibham, Chair</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Senator Ted Kanavas</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Senator Neal Kedzie</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Senator Roger Breske</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Senator Mark Meyer</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Totals:</b>	<u>3</u>	<u>2</u>	<u>0</u>	<u>0</u>

Motion Carried

Motion Failed



# WISCONSIN STATE LEGISLATURE

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## SENATE BILL 442 / ASSEMBLY BILL 833

TESTIMONY OF CO-AUTHORS  
STATE SENATOR JOE LEIBHAM & STATE REPRESENTATIVE JOHN AINSWORTH

*- Wednesday, February 11, 2004 -*

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Good morning Committee members,

As the authors of Senate Bill (SB) 442 and the companion legislation Assembly Bill (AB) 833, we would like to thank you for your willingness to hear testimony on these bills which seek to reduce current wait times for drivers skills testing and give the Wisconsin Department of Transportation (WisDOT) a way to alleviate some of the strain on Departmental resources.

Wait times for drivers skills testing is a concern in all areas of the state. During the summer of 2003, the wait-time in Milwaukee for driver's skills testing appointments was reported by the Milwaukee Journal Sentinel to be three or more months. Similarly, the Capital Times reported in the summer of 2003 that the normal wait-time for a drivers skills test in Madison was six to eight weeks, but last summer it rose to eleven to twelve weeks at the Sheboygan Avenue Wisconsin Department of Transportation (WisDOT) office.

This legislation offers the WisDOT an alternative that may help reduce current wait-times for drivers skills testing and give the Department a way to alleviate some of the strain on Departmental resources.

SB 442 & AB 833 would allow the WisDOT to contract with a third party tester to administer Class D drivers skills testing in the same manner that the Department currently contracts with third party testers to administer commercial skills testing. Class D drivers licenses are standard, non-commercial licenses.

Our public sector employees do a great job providing services under tight resources. This legislation allows us to improve our customer service and provide relief to the taxpayers of our state.

In closing, we thank you for your attention to SB 442 & AB 833 and for your consideration of these worthy pieces of legislation.

Thank you.

- Mr. Gary Gorman -

LRB-3816/1

3<sup>rd</sup> Party Testers Administering Class D Skills Tests

Bill Summary: The LRB permits DOT to contract with 3<sup>rd</sup> party testers to conduct road tests for "Class D" operators. Class D includes most noncommercial vehicles except motorcycles. DOT is prohibited from contracting with commercial driving schools except a private employer of commercial vehicle drivers. DOT, or the federal government with respect to commercial driver licenses, is allowed to conduct audits of the program.

*Pros:*

- Wait times for tests would decrease, thus improving customer service and reducing complaints.
- More flexible and expanded hours of service would likely result.
- There would be net FTE savings to DMV.
- This option could be perceived as business-friendly by creating economic opportunities and expanding partnerships.
- Wisconsin has experience managing a 3<sup>rd</sup> party test program (CDL)

*Cons/Concerns:*

- There may be insufficient interest in the program in more sparsely populated areas of the state. If so, 3<sup>rd</sup> party contracting may not be a viable option in those locations.
- It is very difficult to predict the level of 3<sup>rd</sup> party program participation. The table below assumes 10% of tests would be given by 3<sup>rd</sup> parties after the program is up and running. No other states have a program like the one being proposed.
- Loss of skills test fee revenue. (The table below shows revenue loss after the program is fully implemented)
- The 3<sup>rd</sup> party contractor would likely charge a test fee greater than the one the state charges, resulting in increased cost to the customer.
- If a 3<sup>rd</sup> party tester were to drop out of the program, an alternative would need to be found since DMV would no longer have the positions to give those tests.

Fiscal Summary:

FY03 Class D Skills Test Revenues	\$1,483,576
Number of CY03 Class D Skills Tests Administered	139,916
Est. # of potential 3 <sup>rd</sup> party tests (10% after full implementation)	13,992
DMV revenue per Test (\$15 for up to 3 tests)	\$10.60
<i>Revenue Loss</i>	<i>\$148,300</i>
Exam savings (3.8 FTEs + test reservation system):	\$175,700
Additional Costs (1 FTE auditor + travel expenses)	-47,000
<i>Net DMV Savings</i>	<i>-\$128,700</i>

Original URL: <http://www.jsonline.com/news/state/aug02/64841.asp>

## Test backups keep teens waiting to drive

By RICK BARRETT and MAI HOANG  
of the Journal Sentinel staff

Last Updated: Aug. 7, 2002

Wisconsin teens hoping to land a precious appointment for a driver's license road test have found one big roadblock to a rite of passage - a wait of three or more months.

Parents might be heaving a secret sigh of relief at the news, but some enterprising would-be drivers are using the internet to look for canceled appointments at Division of Motor Vehicle offices and are traveling to other counties where the waits are not as long.

Still, woe to those teens who fail their road tests. For them, it is back to the end of the line for another chance behind the wheel with a clipboard-bearing examiner watching their every move.

"It's not like the old days when you could just walk in and take your test," said Jay Frohwirth, general manager of Easy Method Driving School in Milwaukee.

Summer delays aren't unheard of, but the problem is worse than usual this year.

That's because the number of driver's license applicants is up about 12% from a year ago, and up 34% from the winter months, when fewer first-time drivers want to take their road tests, according to Division of Motor Vehicle statistics.

At the same time, there are fewer road-test examiners because of state government budget cuts and hiring freezes, said Terry Ewing, chief examiner for the DMV's bureau of field services.

"So it's a constant balancing act," he said. "We work overtime when we can, and we have taken some employees and moved them to busier stations to even out the workload. Otherwise we keep telling people to check back for available appointments."

Teens who didn't plan ahead should look for cancellations or try their luck this fall, Ewing said.

Another option: Hitch a ride to another county, where there aren't as many first-time drivers waiting to take their exams.

That's what Hannah Heidt of Waukesha did when she went to Watertown this week to take her road exam - rather than wait three months for an appointment closer to home.

"I was so happy to get in," she said. "I thought I was going to have to wait until mid-October."

Driver education schools are advising students to book their road test appointments at the earliest opportunity.

Internet-savvy teens can check the Division of Motor Vehicle's Web site for appointment cancellations and get to the top of the list quicker, Frohwirth said.

"If you stay online long enough, you can generally find a cancellation," Frohwirth said. "We also tell people to look for appointments in places such as Racine and Port Washington. And West Bend is very accommodating."

As for those who fail their road tests, if the failure stemmed from a minor error - such as coming to a rolling stop - they could, technically, return the same week and take the road exam again. But now it might be several months before there's an opening.

Although Milwaukee resident Nicole Nemoir, 18, chose to wait an extra two years to get her license, she didn't plan to wait five months after her temporary license expired to take her driver's test.

Tuesday, Nemoir managed to pass her test and receive her license just in time to drive to the University of Wisconsin-Platteville for her freshman year.

"I knew there was a wait, but not this long," she said. "If I failed I wouldn't know what to do."

### Driving Tests



Photo/William Meyer

People wait in line at the state Division of Motor Vehicles office in Waukesha this week. A high demand for road tests forces many would-be drivers to wait months.

### By the Numbers

34%  
Increase in driver's license applicants from the winter months.

12%  
Increase from a year ago.

### Quotable

“It's not like the old days when you could just walk in and take your test.”

- Jay Frohwirth,  
general manager of  
Easy Method

Others had to travel farther to get an appointment.

Lindsey Dillon, 16, of Pewaukee said she tried to schedule her road test three months ago at the nearby Division of Motor Vehicles office in Waukesha, but all of the slots were full. She took the test Tuesday at the Milwaukee Northwest office at 7301 W. Mill Road.

**Driving School in  
Milwaukee**

Jake Plenke, 16, of Germantown said he knew he wanted his license the day after his birthday. So he decided to make his appointment as soon as he was able to.

"My friend called early and he got in right away, so I decided to call ahead," he said.

Michelle Filo, 18, of Milwaukee waited until three weeks ago to schedule an appointment, but was able to take her test Tuesday because of a cancellation.

"I was pretty happy that it wasn't too far away," she said.

The DMV's Ewing said he doesn't anticipate the number of driver's license applicants to ease any time soon, and the problem is compounded by an influx of new immigrants competing for the same road exam appointments.

Even the busiest Division of Motor Vehicle offices have only about eight employees qualified to give road exams, and of those, perhaps three are on the road at any given time while the others perform a variety of other office tasks.

Feeling lucky or desperate?

About one person in nine cancels a road exam appointment, sometimes creating an opportunity for others on short notice.

"You can always just show up at a DMV office on standby and hope for an opening in the schedule," Ewing said. "But we don't encourage that because you could wait all day and not get in."

Appeared in the Milwaukee Journal Sentinel on Aug. 8, 2002.

www.captimes.com



DAVID SANDELL/THE CAPITAL TIMES

Marcia Lee of Madison shows off the driver's license she got this week. She had to wait almost three months to take a road test.

# DRIVEN to distraction

Long waits frustrate  
license seekers

By Andrew Bentley

The Capital Times

Like most people seeking a driver's license, Marcia Lee of Madison was eager to schedule her road test.

But 12 weeks later, she'd lost patience and money.

While waiting to take her road test at the Division of Motor Vehicles center on Sheboygan Avenue this week, Lee said she had to schedule her test almost three months ahead of time.

"This was the first available date," said Lee, 22. "I thought it was ridiculous. Why can't I get in sooner? Especially at my age, it's not like I'm 16 and had to go through driver's ed."

"I could've saved a lot of money," Lee added. "I've had to take a cab to work. It's \$10 for one way. It's insane."

Others have similar feelings, particularly when it comes to adults working toward their licenses.

Judy Hudson, vice president of Four Lakes Driving School, said "for the adults, there's nothing worse than having to

call and wait two to three months out." Many of her customers work downtown and need licenses, but until they get them, they need taxis.

"Even when you get up there it's a long wait," Hudson said. "They only have three of 10 windows open."

## Faster than the dentist:

Dennis Nussbaum, deputy director of field services for the Division of Motor Vehicles, said although the normal wait for a road test is six to eight weeks, it has been 11 or 12 at the Sheboygan Avenue office recently.

A death in an employee's family might have contributed to Lee's delay, Nussbaum said, adding that when a facility has a staffing issue, that may make some weeks difficult for testing.

But even though the Sheboygan Avenue office may get backed up at times, appointments within the normal waiting period are often available at the division's east side location on Bartillon Drive, Nussbaum said. He advised "shopping

See DRIVEN, Back Page

# Driven

■ Continued from Page 1A

around" among the Madison facilities and using the division's electronic scheduling system that can be reached by phone (266-1442) or the Internet ([www.dot.wisconsin.gov/drivers/drivers/schedule.htm](http://www.dot.wisconsin.gov/drivers/drivers/schedule.htm)).

"I'm pretty sure in the Madison area we can get them in in six to eight weeks," Nussbaum said.

Statewide, customer complaints are down compared with last year, and Nussbaum said further that there is no backlog of test requests.

"When we get into a 10- or 12-week period, customers say it is too long," he said. "They are OK with six-week waits. If you make a dentist appointment, it takes a month or two to get in."

Hudson of the Four Lakes school said waits of even longer than two months are often not a problem for younger drivers, and that seemed to be the case for Nancy Lindroth of Madison.

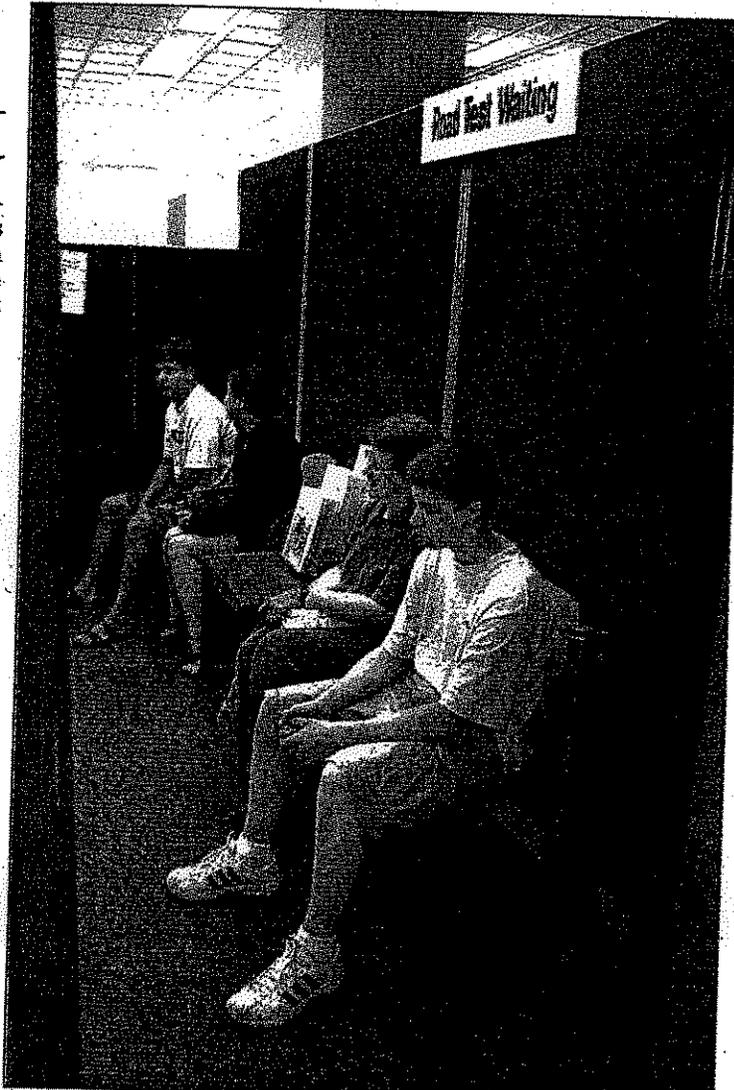
She was in line with Lee at the west side center earlier this week and seemed matter-of-fact about her daughter Nikki's 11-week wait to take the road test.

"We still got it within a week of her birthday," Lindroth said.

Nussbaum said the six-week wait is a good time frame because it takes a number of weeks for teenagers to get through driver education classes, behind-the-wheel training and the required 30 hours driving time with a parent.

In fact, he said, the situation is better than it used to be because commercial driver's education schools have proliferated in the last few years.

"There is more of an even split between public schools and commercial schools," Nussbaum said. Many students now take driver's lessons in the summer instead of during the school year.



DAVID SANDELL/THE CAPITAL TIMES

Sharon and Kevin Schneider await Kevin's turn to take his driver's license road test at the Hill Farms Department of Transportation facility.

"This has helped level off the demand for the road skills test," Nussbaum said. "Many years ago when students finished their spring semester, they all wanted the skills test. That has leveled off."

**Small consolation:** But none of that was much consolation for Lee. Upon her arrival at the Sheboygan Avenue office at noon, her expected road test time, she was told the appointment wasn't until later in the afternoon. In order to take the test, she had to miss work for the rest of the day. In the gen-

eral waiting area at the west side office, the posted waiting time was an hour and nine minutes at around 1 p.m.

Lee finally made it out onto the road, and after avoiding a collision with an inattentive speeder, she received her license.

But the road tester still had a small beef.

"They told me I have to work on my parking," Lee said.

Reporter Anita Weier contributed to this story.  
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