

Frequently Asked Questions for New Driver Testing System

When will the new driver testing system be implemented? The target date for rollout is November 12, 2024.

Why are you changing systems for driver testing? The Department of Revenue has secured a new modernized system for driver licensing. The new testing system is built into DOR's modernized system to help provide a streamlined, efficient government service.

Should I expect a disruption in services for this transition? We anticipate closing testing services the afternoon of Thursday, November 7th, and all-day Friday, November 8th for the necessary transition of data, equipment, etc to be installed. We anticipate full testing services being back open to the public Tuesday November 12th, following the Veteran's Day holiday.

Why are the Patrol's testing services open on Wednesday, November 6th when the license offices are unable to provide driver services? The Patrol's testing data is only a small portion of the transition of data required for the new system, so the testing data can be transferred in the time allotted. The applicants testing on Wednesday, November 6th will not be able to process the results of their test and purchase their license that day, but they will be able to take the test and if they pass, they will have that portion out of the way. They will then be able to take the results of their test to a license office the following week and process their application. It should be noted, some of the part-time testing sites may need to close Wednesday, November 6th. This will be determined on a case-by-case basis as the rollout draws nearer.

If I have my certified test results (paper copy) showing I passed my test prior to the changeover of systems, will it still be able to be processed at DOR for my licensing after the changeover? Yes, the certified test results are good for one year and will still be able to be processed at DOR.

Will I see changes related to the new system as a user? Yes. One of noticeable differences you will see is after the completion of a passed test in the new system, your test results will be digitally pushed to the Department of

Revenue for processing as opposed to the certified paper you are currently issued. This not only helps prevent fraud but should avoid the lost/damaged certified paper copy issues we currently experience.

Will the new testing services have added features? Yes. As part of this upgrade, the Class F (non-CDL) knowledge test will now be available in 20 languages, up from the current 13 languages, and now includes a video version of sign language. Currently the state pays for an interpreter for deaf/hard of hearing applicants who desire those services. The sign language upgrade was made possible by the Missouri Commission for the Deaf and Hard of Hearing.

Will the new system offer scheduled skills testing for Class F (non-CDL) road tests? Yes. As part of the upgrade, all permanent (Monday - Friday) testing locations in the state will offer an option to schedule a time slot for taking a skills test. It is our hope the scheduling feature will be a convenience upgrade for the applicant to better plan their day. Walk-in testing services will still be available as well. Most part-time locations will not offer scheduled testing unless necessary due to high volume.

There are some areas that currently have a scheduling app for Class F skills testing now; will this be a different scheduling app? Yes, the current scheduling app will be discontinued leading up to the changeover. The new scheduling app will become available as the system rolls out after November 12, 2024. This scheduling app will be directly tied to the system in a way that prevents multiple appointments for one applicant, which has been an issue with our current app.

Does the new scheduling app include CDL skills testing appointments? No, because there are multiple checks to be made related to taking a CDL skills test, appointments will still need to be made by phone as they are currently.