



Georgia Department of Driver Services  
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Nathan Deal  
Governor

Robert G. Mikell  
Commissioner

**MEMORANDUM**

TO: CDL Driver Training School Owners, Instructors, and Stakeholders  
FR: Kecia Bivins, Division Director of Regulatory Compliance  
DA: May 22, 2014  
RE: Process Improvements for CDL Instructor Test

Regulatory Compliance Division of the Georgia Department of Driver Services (DDS) is pleased to announce that effective immediately, three process improvements have been implemented to enhance the testing procedures for CDL Instructor applicants. Many stakeholders expressed concerns that the 2 month wait period for re-testing after the 3<sup>rd</sup> failure was too lengthy and had a negative impact on hiring. Consistent feedback and communication from our customers and stakeholders affords us the opportunity to evaluate our business processes to determine if there are improvements that will further our efforts to strive to provide excellent customer service and continue to improve the integrity of our services. Therefore, we have made the following improvements to the CDL Instructor Testing process:

- the Passenger Vehicle test questions have been revised
- the proctor is available to respond to questions and review graded tests with the applicants
- the applicant are eligible to re-apply and retest immediately after the third failure

As you know, the CDL Instructor tests are administered on Thursdays in Conyers.

These enhancements will expedite the time it takes for CDL Instructors to obtain their certifications and will reduce the delay in hiring. Additionally, they will assist in accomplishing our goal of processing all certification applications within thirty (30) days of receipt. We are hopeful that these small changes to our operations will have a positive impact on your business.

We appreciate all that you do to improve highway safety in the State of Georgia. The Regulatory Compliance Division's staff is able to assist you and answer any questions you may have regarding these improvements. We may be reached by phone at 678-413-8426 or by e-mail at [reginfo@dds.ga.gov](mailto:reginfo@dds.ga.gov).