

## **Driver Examination Services: Revoking Regulation 318/09 Question and Answers**

**Q1. What is the purpose of regulation 318/09?**

*A1. The regulation extends the expiry date for certain licence holders who could not obtain a test to renew their driver's licence on or after August 24, 2009.*

**Q2. Why is regulation 318/09 being revoked on September 1, 2010?**

*A2. Revoking the regulation is part of returning to normal operations after the strike.*

*Licence holders extended by the regulation need to book and attend their tests without delay (before September 1, 2010).*

**Q3. Am I covered by the regulation and what will I need to do because it is being revoked?**

*A3. If you require a test (knowledge test, vision test or road test) to renew your licence, and it expired on or after August 24, 2009 you are covered by the regulation.*

*You need to successfully complete your test requirements before September 1, 2010.*

**Q4. I tried to book a road test but could not get an appointment until after September 1, 2010. What should I do?**

*A4. You should book the first available appointment after August 31 and no later than October 12, 2010. Then you must visit a DriveTest Centre to obtain a temporary driver's licence (TDL) that will be valid from September 1 to the date of your appointment.*

**Q5. Are driver instructor licences included?**

*A5. Yes. Holders of driver instructor licences who are extended by the regulation need to successfully complete their test requirements before September 1, 2010.*

**Q6. What if licence holders requiring a test to renew their licence do not complete their test requirements before the regulation is revoked on September 1, 2010?**

*A6. If licence holders requiring a test to renew their licence do not complete their test requirements before September 1, 2010, their licence will expire and they will have to reapply unless they have booked a road test as described in A4 above.*

**Q7. How do you expect all of these people to get road tests before the deadline?**

*A7. Licence holders are encouraged to complete their test as soon as possible. As the revocation date of September 1, 2010 approaches, licence holders could have an increasingly difficult time booking a road test due to extra demand during the busy summer season.*

*To avoid excessive wait times licence holders can check Serco's website for centres experiencing longer service wait times. Standby road tests are also available.*

**Q8. What if I do not successfully complete my test; can I retake it?**

*A8. If licence holders are unsuccessful in their test attempt normal policy will apply as described below.*

*If licence holders do not successfully complete their test requirements they will either need to re-apply or they will be downgraded to the next class for which they are eligible:*

- Novice licence holders (class G1, G2, M1, M2) need to re- apply.*
- Class A, B, C, E, F, Z licence holders will be downgraded to the next class for which they are eligible.*

**Q9. If my licence is expired, can I book a road test after September 1, 2010?**

*A9. No. If you try to book a road test on or after September 1, 2010, and your licence is expired, you will need to re-apply. See <http://www.drivetest.ca> for application requirements.*

**Q10. Where can I get more information?**

*A10. For more information, please visit <http://www.drivetest.ca> or call 1-888-570-6110 or 416-325-8580.*

**Q11. Will DriveTest Centres be open extended hours to help reduce the backlog as quickly as possible?**

*A11. DriveTest will be monitoring the demand for services and may adjust resources and operating hours as required.*

For a full list of services available and hours of operation at your local DriveTest Centre,

visit <http://www.drivetest.ca> or call 1-888-570-6110. In Toronto call 416-325-8580.

**Q12. I need to take a test to renew my driver's licence, but my Ontario driver's licence expired during the DriveTest service disruption. Is my Ontario driver's licence still valid, and am I still able to drive?**

*A12. Yes, if your driver's licence expired on or after August 24, 2009 and you require a test to renew it, your driver's licence has been temporarily extended by regulation and you can continue to drive while the regulation is in effect. The extension also applies to temporary driver's licences.*

**Q13. I do not have to take a test to renew my driver's licence. Is my Ontario driver's licence also extended?**

*A13. No. Your licence will expire on the date shown on your licence. To renew your licence go to your local ServiceOntario Driver and Vehicle Licence Issuing Office.*

**Q14. I am a senior driver over 80 years old who requires a road test to renew my licence. How will I know when to take my test?**

*A14. If a Ministry of Transportation counselor referred you to DriveTest to take a road test, please call 1-888-570-6110 to book your road test. In Toronto call 416-325-8580. During the call, you will be asked to enter your driver's licence number and expiry date. You will then be transferred to a customer service agent who will assist you in booking your road test. You may also book a road test in-person by visiting any of the 56 DriveTest Centres.*

*In the meantime you are covered under the interim regulation referenced in question 4. If your driver's licence expired on or after August 24, 2009 and you require a test to renew it, your driver's licence has been temporarily extended by regulation and you can continue to drive while the regulation is in effect. The extension also applies to temporary driver's licences.*

**Q15. What will happen to me if I am stopped by police and my licence shows an expired date?**

*A15. The government implemented an interim regulation that automatically extends the validity of a driver's licence that requires a test at a driver examination centre in order to be renewed. All Ontario police services have been notified of the interim regulation.*

*Police agencies, border officials, and licensing administrators across North America have been notified of the service disruption and are aware of the temporary measure in place to extend the licences of drivers who were affected by the DriveTest service disruption.*

*If you are stopped by police you may provide a copy of the letter from the Ontario Registrar of Motor vehicles which explains the licence extension and provides numbers for them to call should they have questions.*

*For a downloadable copy of the letter, please visit:*

<http://www.mto.gov.on.ca/english/dandv/driver/Letter-to-public-extending-dls-Sept-en.pdf>

*If you wish to obtain a copy of the interim regulation, please visit:*

[http://www.e-laws.gov.on.ca/html/source/regs/english/2009/elaws\\_src\\_regs\\_r09318\\_e.htm](http://www.e-laws.gov.on.ca/html/source/regs/english/2009/elaws_src_regs_r09318_e.htm)

**Q16. What should I do if I get a ticket from the police for driving with an expired driver's licence?**

*A16. If you have reason to believe that you have been wrongly given a ticket for driving with an expired driver's licence you should contact your local or municipal prosecutor as soon as possible and discuss the circumstances of your ticket. The court services phone number is available on the back of your ticket.*

*If you require further information on the status of your licence at the time you were ticketed, please contact ServiceOntario at 416-235-2999.*

*If you wish to obtain a copy of the interim regulation, please visit:*

[http://www.e-laws.gov.on.ca/html/source/regs/english/2009/elaws\\_src\\_regs\\_r09318\\_e.htm](http://www.e-laws.gov.on.ca/html/source/regs/english/2009/elaws_src_regs_r09318_e.htm)

**Q17. My cyclical medical was due during the strike. Will my licence be downgraded or suspended for not filing the medical report?**

*A17. During the strike commercial drivers were required to submit their cyclical medical reports directly to MTO's Driver Improvement Office.*

*Those commercial drivers who failed to file their medical report have had their driver's licence downgraded.*

*Medical reports can be sent to the Driver Improvement Office:*

- By fax to 416-235-3400 or 1-800-304-7889, and*
- By mail to Driver Improvement Office, 2680 Keele Street Downsview, Ontario M3M 3E6.*

**Q18. My out-of-country driver's licence expired during the strike, can I exchange it for an Ontario driver's licence?**

**A18.** *Drivers whose out-of-country licences expired during the labour disruption may be processed based on their licence status as of August 22, 2009.*

*If your licence was valid and met the requirements to complete a licence exchange on August 22, 2009, your licence exchange may be processed.*

*If your licence was not valid and/or did not meet the requirements to complete a licence exchange on August 22, 2009, your licence cannot be exchanged. You will be required to apply as a new Ontario driver.*

**Q19. Can I legally drive with my expired out-of-province driver's licence?**

**A19.** *No. The interim regulation extending driver's licences only applies to Ontario driver licence holders. If your out-of-province driver's licence is expired you may not legally drive in Ontario until you either renew your driver's licence from your originating jurisdiction or exchange it for an Ontario driver's licence.*

**Q20. Previous information stated that I could take my test more than once while the regulation was in place? Why are you no longer allowing licence holders to retake their tests?**

**R20.** *The regulation extending Driver's Licence is now in place until September 1/10. Effective June 9, 2010, all applicants will be given one opportunity to successfully complete their testing before September 1, 2010. Applicants who are expired are covered under the regulation until September 1, however, if you make an unsuccessful attempt during this time your licence is automatically expired and you must restart the licensing process. This provides Serco and the Ministry of Transportation the opportunity to go back to business as usual for all license holders.*

**Q21. My friend failed his test on June 9 and has been allowed to rebook their test, why can't I?**

**R21** *Drive Test will honor any test booked on June 9 &10 as full communication across the province did not take place until after June 10, 2010. Applicants who tested on June 9 & 10, and immediately rebooked their test on June 9 &10, were not provided with the information regarding the new changes, therefore their test will stand. Applicants who are expired are covered under the regulation until September 1, however, if you make an unsuccessful attempt during this time your licence is automatically expired and you must restart the licensing process.*

**Q22. What if I can't take my test because my vehicle does not meet standards (O/O/O) or I am late or miss my appointment?**

**R22.** *You may schedule another appointment for a future date however you will need to pay a fee before you may do so.*

**Q23.** **If I start the process over, will I be able to take my road test right away?**

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