End the Drive Test Gridlock!

PETITION - To the Legislative Assembly of Ontario

Whereas, the people of Ontario are required to register and successfully complete any of a series of written and/or road/vision tests offered through the Ministry of Transportation to obtain and maintain a drivers' license allowing legal operation of a motor vehicle in the province or beyond; and

Whereas, following the 2013 contract renewal with Plenary-Serco to provide all Drive Test services, ***customers across the province have faced egregious, costly delays*** in booking, and/or executing, drive or knowledge tests, or completing renewals – delays that in some cases amount to ***days of lost time and work for customers, extended line-ups, and "camp-out" queues***; and

Whereas, these crippling delays persist despite a ***ministry oversight program that "expects 90 per cent of customers to spend 20 minutes or less"*** from the time of entry to the point of being served; and

Whereas, these delays impact all sectors; ***often leading to time-off work*** and/or inability to provide necessary information to prospective employers ***– costing both employers and employees alike*** – while also directly impacting seniors in the driver's license renewal program and youth entering into the graduated licensing system ; and

Whereas, while Driving School instructors continue to report costly delays for they and their students in accessing Drive Test services, they also face immediate penalties should their students arrive even minutes late for those services once scheduled.

Whereas, despite terms of the Plenary-Serco contract that provide the government "auditing", "monitoring", "increased monitoring', "performance penalty" and "warning notice" powers, the government has failed to assess penalties or issue warnings to address continued failings to deliver basic customer service; and

***We the undersigned petition the Legislative Assembly of Ontario as follows*:**

End the Drive Test Gridlock! – by immediately implementing "penalties", "warnings" and "increased monitoring", to allow the people of Ontario the Drive Test services they've paid for and Plenary-Serco has contracted to provide.

Name (printed)	Home Address (printed) *(Addition of email optional)*	Signature

Please print, sign and send in to: MPP Michael Harris, 4281 King St. E., Unit 4, Kitchener, ON, N2P 2E9