

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/or maintain a drivers’ license allowing legal operation of a motor vehicle in the province or beyond; and

Whereas, as per terms of the 2010 contract renewal with the Government, the private corporation Plenary-Serco is responsible for:

- providing knowledge and driving tests to individuals applying for or renewing driver's licenses in any class, including commercial classes of licences
- maintaining and operating a network of Drive Test facilities and Travel Point facilities
- responding to customer inquiries and complaints; and

Whereas, the 2010 contract renewal between the Government and Plenary-Serco was, “projected to generate an estimated \$800 million in shared revenues over its [ten-year] term”; and

Whereas, at the time of the contract signing the existing driver examination services network processed approximately 575,000 knowledge tests, 675,000 road tests and exchanges over 90,000 licences from other jurisdictions; and

Whereas, Plenary-Serco Drive Test 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 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 – and directly impacting seniors in the driver’s license renewal program and youth entering into the graduated licensing system ; and

Whereas, despite terms of the publicly available portions of the Plenary-Serco contract that provide the government “auditing”, “monitoring”, “increased monitoring”, “performance penalty” and “warning notice” powers, there has been no indication of penalties or warnings to address continued failings to deliver basic customer service; and

Whereas, KPMG reportedly performs annual audits of Serco’s “processes and procedures,” on behalf of government that are not publicly available without filing a freedom of information request;

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

End the Drive Test Gridlock! – Make Government, KPMG, and Plenary-Serco self-audits for publicly funded Drive-Test Services publicly available, and immediately end the Government’s delay in implementing Government’s contracted “increased monitoring”, “penalty” and “warning” powers, to allow the people of Ontario the Drive Test services they’ve paid for and Plenary-Serco has contracted to provide.

Name (printed)	Address – and email optional	Signature

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