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Subject: UPDATE: CSTIMS business requirements
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Attachments: [CSTIMS business requirements \(3-16-15\).pdf](#)

NOTICE TO CDL TESTERS

You received "CSTIMS business requirements 12-1-14" in December. The attached file is an updated notice of CSTIMS business requirements. The requirements are the same as described in the 12-1-14 document, except for changes to the paragraph named Retest scheduling and the addition of a paragraph named "Document and equipment failures." Following is an explanation of the change.

NO WAIT PERIOD TO RETEST DOCUMENT OR EQUIPMENT FAILURES

Applicants who fail a CDL skills test for the reasons of documents or equipment may be scheduled for another test without a 2-day wait period. The failed test should be reported in the regular manner and the scheduled retest reported in CSTIMS as soon as practical. The retest of an applicant who failed due to document or equipment may be conducted the same day prior to reporting the schedule to CSTIMS if the examiner does not have immediate access to CSTIMS.

It is very important that a "Retest after equipment failure" or "Retest after document failure" be entered when reporting these retests. CSTIMS generates a report to your analyst when a test is conducted without a 2-day wait. The comment allows the analyst to quickly clear the discrepancy report without contacting you. Following are some example scenarios.

Example 1- same day retest:

- Examiner is working at a testing location where he does not have access to CSTIMS. His practice is to conduct all tests scheduled for the day, then go to the business office and report all test results to CSTIMS.
- Applicant arrives for scheduled 9:00 a.m. test. Documents are in order, but examiner finds brake lights not working on vehicle. Test is scored an equipment failure at 9:15 a.m.
- The applicant leaves the site, then calls an hour later asking if she can come back for a test. Examiner has opening at 3:00 p.m. and tells her to come in.
- Applicant arrives at test site about 3:00 p.m. with equipment in working order and she successfully completes the entire test.
- Examiner goes back to his office after finishing his testing for the day; he reports the results for the failed morning test in CSTIMS.
- The examiner then reports a scheduled test for the afternoon retest into CSTIMS with a comment "Retest after equipment failure".
- The examiner then enters the pass result for the afternoon test, including a comment "Retest after equipment failure".
- The analyst gets an email report from CSTIMS about how the tests' appointments and results were scheduled and reported, but clears the discrepancy based on the equipment failure reported in the CSTIMS comments.

Example 2- next day retest:

- Examiner is working at a testing location where he does not have access to CSTIMS. His practice is to conduct all tests scheduled for the day, then go to the business office and report all test results to CSTIMS.
- Applicant arrives for scheduled 9:00 a.m. test. Documents are in order, but examiner finds brake lights not working on vehicle. Test is scored an equipment failure at 9:15 a.m.
- The applicant leaves the site, then calls an hour later asking if she can come back for a test the next morning. Examiner has opening at 10:00 a.m. the next day and tells her to come in.
- Examiner goes back to his office after finishing his testing for the day; he reports the results for the failed morning test in CSTIMS.
- The examiner then reports a scheduled test for the next day's retest into CSTIMS with a comment "Retest after equipment failure".
- Applicant arrives at test site about 10:00 a.m. with equipment in working order and she successfully completes the entire test.
- When the examiner enters the pass result for the second test, he includes a comment "Retest after equipment failure".



STATE OF MICHIGAN
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LANSING

BUSINESS REQUIREMENTS FOR CDL TESTING CONTRACTORS: REPORTING CDL TESTS

March 16, 2015

(This memo updates and replaces business requirements published in a document with the same title on December 1, 2014. The email message accompanying this memo explains the changes.)

The Commercial Skills Test Information Management System (CSTIMS) was developed and is maintained by the American Association of Motor Vehicle Administrators under approval of the Federal Motor Carrier Safety Administration (FMCSA). CSTIMS is used by Michigan and its CDL testing contractors to comply with federal rules administered by FMCSA.

Use of CSTIMS is now mandatory. CDL testing contractors must report all CDL skills test schedules and results using CSTIMS. The following requirements are in effect.

- **Test appointment (definition):** A test appointment is a time and date scheduled for an applicant in CSTIMS by a testing business. The CSTIMS report of a test appointment must include an applicant's full name, date of birth, driver license number, phone number, and Commercial Learner Permit (CLP) information, including issuance and expiration dates. The report will also include information about the type of test, the testing location, and the examiner scheduled for the test. Vehicle registration and GVWR information is not required with the CSTIMS report of a test appointment, but should be included if available at the time.
- **2-day advance notice:** Each test appointment should be reported to CSTIMS as soon as practical after it is scheduled with the test applicant. Each test appointment must be reported at least 2 department-business days¹ before the test.
 - Test appointments for Saturday, Sunday, or Monday must be reported by 5:00 p.m. the preceding Thursday.
 - Test appointments for Tuesday must be reported by 5:00 p.m. the preceding Friday.
 - Test appointments for Wednesday must be reported by 5:00 p.m. the preceding Monday.
 - Test appointments for Thursday must be reported by 5:00 p.m. the preceding Tuesday.
 - Test appointments for Friday must be reported by 5:00 p.m. the preceding Wednesday.
 - Driver Testing Section will notify testers of any modified schedule reporting requirements prior to State holidays.
- **No applicant substitution for test appointment:** The applicant named for a test appointment in CSTIMS is the only person who may be tested at a test site on that date at that time unless the test appointment is cancelled and a new test appointment is scheduled. For example: a truck driver school schedules a test for their student, Applicant A, and a tester reports Applicant A's test appointment in CSTIMS. The school later wants Applicant B to be tested instead of Applicant A. The tester must cancel Applicant A's test appointment in CSTIMS and then report a new test appointment for Applicant B. The new test appointment must be reported at least 2 department-business days before the test.

¹ Any reference to "business day" means a day the office of the Michigan Department of State Driver Programs Division is open, unless otherwise stated. A report of business days is available upon request.

- Test appointment date or time change: Changes of a test appointment date or time must be reported in CSTIMS at least 2 department-business days before the new test appointment date.
- Test appointment site change: A test appointment change to a different test site must be reported in CSTIMS at least 2 department-business days before the test appointment date.
- Changes to other information: Corrections or changes to other information reported in CSTIMS—e.g., applicant phone number, driver license number, or type of test—may be changed at any time.
- Cancellation: A test appointment cancellation prior to the test date should be reported in CSTIMS the same day a tester determines the test will not be conducted. If a test appointment is not reported as a cancellation, but a test is not conducted—e.g., applicant is a no show—the test appointment must be cancelled in CSTIMS before 8:00 a.m. on the next business day. After a cancellation, if the applicant is rescheduled for a different date, then it must be reported as a new test appointment and reported in CSTIMS at least 2 department-business days before the test. **EXCEPTION**: A test may be rescheduled as early as the next day if a scheduled test is cancelled due to weather; briefly explain the reason in the comments field when scheduling the new test appointment in CSTIMS.
- Examiner substitution: Testers may occasionally change examiners from the one initially reported in CSTIMS at any time without explanation. However, a testing business that regularly swaps examiners for test appointments may be required to report swaps until they demonstrate better skills at managing their examiners and test scheduling. (See Observations for exceptions when an examiner change must be reported).
- Start time: An examiner may not begin a CDL test more than 30 minutes earlier than the scheduled start time, but may start the test at any time after the scheduled start time on the same day. (See Observations for exceptions where start times are not flexible). If the test is started more than 30 minutes after the scheduled start time, briefly explain the reason in the comments field when reporting the test result in CSTIMS.
- Retest scheduling: Retests of applicants who fail the vehicle inspection, basic control skills, or on-road test are scheduled as a new test appointment and the test appointment must be reported in CSTIMS at least 2 department-business days before the test appointment. See Document and equipment failures.
- Document and equipment failures: If a test is stopped due to document or equipment problems, it must be reported as a failure. Retests of applicants who fail due to document or equipment problems are scheduled as a new test appointment and may be retested as early as the same day. Report the document or equipment failure as a completed test in the regular manner. Report the scheduling of the retest as soon as practical; a comment that it is a retest after document or equipment failure is required if the retest is less than the usual 2-day advance notice.
- Observations: Federal rules require department analysts to conduct observations and check rides. An analyst may notify a tester's designated representative that he or she needs to observe a particular scheduled test. After receiving notice from an analyst who plans to observe a scheduled test, the tester must contact the analyst before changing the date, start time, test site, or the examiner. The examiner may not start the test before the analyst arrives at the test site unless the examiner receives approval from the analyst or the analyst has not arrived at the test site 15 minutes after the scheduled start time.
- Test result reports: Test results should be reported in CSTIMS by 8:00 a.m. on the business day following the test. (The information is being used only by Driver Testing Section staff at this time, but branch staff will use it in the future when issuing CDLs. At that time, same-day reporting will be required.)

It is important that you understand and comply with these requirements. Contact your analyst or email thirdpartytesting@michigan.gov if you have questions.