

# Drive Pro University CDL Truck Driver Training School Application Challenges

## Insurance

Constant changing information about insurance requirements. Samson would get the insurance type requested only to be told that there was another request. No clarity of expectations.

## Document Resubmission

I would submit documents only to be asked for the same documents again months later.

## Process Placed Unnecessary Demands on Applicants

Ex. DPU was expected to reapply for fire inspections, a business license, constantly having documents resigned, and notarized because of delays with staffing work load and response times.

## Range Inspection/Application

We received an application from DDS. We completed the application multiple times, and did not learn about the CDL range part of the application until after we submitted the application. This was an important part of the application and no one ever told us about the process during our many conversations. We were blindsided. We also received a request for an Instructor Package this way as well.



## DDS Certification Team Understaffed

Although staff appeared to be doing their best, the explanation provided for constant response delays was understaffing and new management structure. Response time sometimes delayed for weeks. No reply to emails, VM, & no one to meet at their office because folks worked virtually.

## Approval Process Rule Changes

In the middle of the final application process, I would receive notification of new rules. Ex. New "Pilot" VIN program after we had already submitted application and DPU was expected to comply. This caused delays and because it was a new program, no one from the staff seemed to understand what was expected. Information on DDS CDL info website not accurate. Many errors.

## Georgia Technical College

Hunter needs to look into this. I was informed that there is a funding challenge and GTC loses money on CDL programs from a very reliable source.

## Fingerprinting Portion of Application

Fingerprinting portion of application asked that applicants provide fingerprints for testing beforehand. Then, we were told that this would be done after application. Constant conflicting application challenges caused delays.