

Arizona Department of Transportation Motor Vehicle Division's (MVD) Oversight of Commercial Driver License (CDL) Examination Third Parties

MVD failed to timely inspect some contracted CDL providers and examiners and did not consistently take remedial action to address inspection violations, potentially jeopardizing the safety of drivers, pedestrians, and bus passengers, including schoolchildren, in Arizona and nation-wide

Audit purpose

To determine whether MVD inspected CDL providers and examiners within federally required time frames and consistently took remedial action in response to inspection violations it identified.

Key findings

- Statute authorizes the Department to contract with other entities (CDL providers), including school districts and private companies, to administer CDL skills tests to CDL applicants. CDLs are required for individuals to operate commercial motor vehicles, such as large trucks; school and passenger buses; and vehicles carrying hazardous materials. Federal regulations require states to inspect CDL providers and their examiners every 2 years and take prompt remedial action when they identify noncompliance with federal and State requirements.
- Failure to timely inspect and take remedial action against CDL providers and examiners may jeopardize public safety. MVD's inspections regularly identify violations that if not identified and timely addressed, could allow unqualified or potentially unsafe individuals to receive a CDL thereby jeopardizing the safety of drivers, pedestrians, and bus passengers, including schoolchildren, in Arizona and nation-wide.
- As of December 2022, MVD did not inspect 19 percent of CDL providers and 56 percent of CDL examiners at least once every 2 years as required. MVD attributes some inspection delays to staffing, but data discrepancies and lack of inspection tracking and monitoring contributed to untimely inspections.
- MVD has not consistently taken remedial action to address violations identified during inspections, including:
 - Not receiving information from CDL providers demonstrating how violations would be addressed and prevented from reoccurring.
 - Failing to monitor and follow through on most remedial actions it took in response to violations.
- MVD has not established comprehensive processes to appropriately and consistently take remedial actions to address identified violations.

Key recommendations

MVD should:

- Inspect CDL providers and examiners every 2 years and develop and implement written policies and procedures for tracking and monitoring inspections.
- Develop and implement written policies and procedures for taking consistent and appropriate remedial action in response to identified inspection violations.