

## Frequently Asked Questions

### **How long will this take?**

The driver testing assessment time varies from person to person, but typically the whole exercise takes about 15 minutes.

### **Does everyone have to take this test before they get their licence?**

No, this is only a pilot, and you were randomly selected.

### **What if I do badly on the test? Will it affect my driving test?**

Not at all. The driver examiner will not see your results, and you will not get your results either. MPI is evaluating the effectiveness of the program, and your participation will not affect your road test in any way.

### **Will I miss my road test appointment?**

No. Your appointment includes time for this assessment. When you are done, go back to the waiting area and wait for your name to be called by your driver examiner.

### **Can the person I came with help me?**

No. The assessment is simple. You will hear the instructions when you put on the headphones.

### **Will I get my results?**

During the pilot, the assessment results are not being shared with anyone, including your driver examiner.

### **Will this affect my ability to get a licence?**

Not at all. You will still go on to take your on-road exam today, and what happens on this test has nothing to do with whether or not you pass or fail.

### **Is this test suitable for people like me?**

The test is suitable for almost every driver, regardless of their age or how much experience they have driving. If you have any of the conditions on the SMS Fact card about simulator-based motion sickness that you read earlier, advise the clerk that you are unable to take the test.

### **If I fail my road test, will I have to do this again next time?**

Not necessarily, a limited number of customers are randomly selected.

**Is this unit cleaned between users?**

Yes, we follow strict requirements for COVID-19 and it is cleaned between users.

**Why are you doing this?**

We are exploring a new driver testing program. It's part of our ongoing efforts to improve our customers' experience at MPI. This could help us determine ways to streamline driver testing and improve driver training in the future.

**How long is MPI running this pilot for?**

This is a 6-month pilot that begins mid-September 2021.

**Will the results of this pilot be shared publicly?**

While we may not issue the results formally, we will share them if requested.