

## Information for scheduling drives:

Thank you for your patience, 911 Driving School is doing everything we can to accommodate everyone during these very difficult times. We want to point out a few things that might help you understand our process and make it easier for you and your student to navigate the system.

- We know it can be frustrating, but please understand that this process is meant to take 6 months. Students are expected to receive their temporary driving permit at 15 1/2 and begin training. They are required by the State of Ohio to complete 24 hours of classes and 8 hours of drives during the 6 month period before they turn 16 years old while also completing 50 hours of driving with a parent or guardian. With COVID we got behind due to being shut down for three months during our busiest season. Also, many of the state regulations changed due to the pandemic which made it more difficult to schedule classes and drives. We are still recovering from that.
- When trying to find drives, please go to the Student Portal and click **schedule my drive**. It is recommended that you go to the portal **at least** once a day to check for available drives. The more often you check, the more you will see scheduling options. Our schedule changes very quickly and often! When a student cancels a drive it will show up in the Student Portal right away for someone else to claim.
- All of our Instructors are Police Officers, many are active duty. Their schedules are not the same every week, and often get changed at the last minute. They may end up adding hours at odd times throughout the month as they find they have time to give. It is hard on us as well!
- When the portal shows a month is booked, it only means that the drives that are on the portal are already scheduled with students but Instructors will be adding additional hours throughout the month. Instructors often add 150-200 hours a week at random times. **Keep checking the portal**.
- Our office staff and our instructors are trying to help everyone have a good experience, especially your student. We are parents too and want everyone to be safe on the road and in respect to COVID. We are doing everything we can to assure that this happens, working together as a community to turn our safe drivers.

We are doing our best to accommodate everyone's schedules and timelines however this is our busiest time of year so please be patient with us!

Thank you for choosing 911 Driving School.