



911 Driving School of Graham

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Welcome to 911 Driving School! You have made a sound choice in driver education. At 911 Driving School, we hire only the very best police officers and first responders to give you peace of mind that your student is receiving the very best instruction.

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911 DRIVING SCHOOL POLICIES – NEW DRIVER TRAINING

New Driver Training

- The new driver basic training package includes 30-hours of live classroom instruction and a total of five 1-hour behind the wheel drives with one of our certified first responder instructors, and 1 attempt at the Department of Licensing (DOL) Knowledge exam. The package also includes 4-hours of driving simulation using a DOL-approved "Driver's Zed" program. This DOL-approved simulation training is in lieu of a 6th behind the wheel drive and is included in the regular classroom schedule. A minimum of 1-hour observation while another student drives is required.
- Students must be 15 years of age at the class start date.
- Students may not enroll in a course after class session #3 per Washington State regulations.
- Washington State requires 911 Driving School to provide students with information regarding Washington State's Organ Donor program. This information will be reviewed during class session #15.
- Our course curriculum may include some video content that is graphic. It's not our intent to scare, but rather to instill respect for the dangers involved with driving. Please let us know if you prefer to opt-out.
- We strongly encourage parents/guardians to be actively involved. Parents/guardians are invited to attend an informational hour either on day 1 of class (for online students) or an in-person meeting (for in-person students) to learn what is expected, and how our program works. We will communicate via email as to when the parent informational hour will be held for your course.

Classroom/Driving and Scheduling Policies

- Students may not miss more than 3 classroom sessions. All missed classes must be made up. Should more than 3 classroom sessions be missed, the student fails the course and would need to re-enroll into another course. Fees associated with re-enrollment include an administrative fee of \$300 plus \$70 per completed behind the wheel drive. Please plan accordingly when deciding which course your student will attend. If there is an extenuating circumstance (i.e., family emergency, medical issue), please contact an owner to request an absence waiver; documentation will be required to prove extenuating circumstance. Waivers will not be granted for sporting events, school events, planned vacations, or internet/Wi-Fi issues for online classes.
- **For in-person classes**, teens must sign their attendance sheet for every class; including in-person makeup classes. Attendance sheets are kept with the office staff. Failure to sign the attendance sheet will result in having to take the class again and would be counted as an absence.
- **For online classes:**
 - Students must log in using their first and last name as listed on the attendance sheet. Any unidentified names will be removed from the session.
 - Students are responsible for maintaining a reliable internet connection throughout the entire class session.
 - If a student is disconnected from the class and does not rejoin within 5 minutes, they will not be allowed back into the session and will be marked absent.
 - Students who drop from the session more than twice will not be allowed to re-enter that day's class and will be marked absent.
 - Instructors will take attendance three separate times during the class session. Students must be present for all three roll calls and answer the instructor when their name is called. Failure to respond to even one of the roll calls will result in the student being marked absent for that class session.
 - Please note, online class students are required to sign their attendance sheets after class session #15. It is the student's responsibility to come into the office and take care of this requirement before course deadline. Failure to do so will prevent a student from receiving a course completion.

- **Students may not be more than 10 minutes late to class per Washington State regulations.** Should your student be 10 or more minutes late to class, they will be denied entry, and your student will be required to take the entire class over. This will count towards one of the 3 missed classes your student is allowed.
- **Makeup classes** are scheduled once a class session is missed. We do not schedule pre-arranged absences. Students will schedule their makeup class with the front office and will join a future online class session. Makeup classes are never in-person. **Once a makeup class session has been scheduled, students must provide more than 48-hours notice if they need to reschedule. Missing a makeup session without sufficient notice will incur a \$50 rescheduling fee.**
- We aim for each student to complete 1 to 2 driving lessons before class session #15. To help ensure this, we encourage students to be proactive in scheduling their drives. Please be aware that during peak periods, demand for driving lessons can cause scheduling delays of 4-6 weeks. As a result, some driving lessons may need to be scheduled during school hours, as after-school and weekend appointments can be limited at times.
- **Students are not allowed to drive without their permit or corrective lenses (when required). If a student shows up for their drive without their permit or corrective lenses, the drive will be canceled and the student's account will be assessed a \$60 rescheduling fee.**
- **If a student has a non-photo permit, they are required to carry another form of picture identification (ID). This picture ID can be a school ID, ASB card, WA State ID, military ID, passport, etc. This is to ensure someone else is not using the student's permit. We cannot accept photocopies or pictures on a phone. If the student does not have picture ID and is under 18 years old, they may bring in their original birth certificate along with a parent's driver's license. Parent must accompany student with original birth certificate. If a student shows up for their drive without proper picture ID with their non-photo permit, the drive will be canceled and the student's account will be assessed a \$60 rescheduling fee.**
- **No flip flops, slides, sandals, heels, slippers, Croc-like shoes, UGG-like slippers/clogs/moccasins may be worn during drives. Must wear closed toe shoes which cover the heel completely (i.e., sneakers/tennis shoes).**
- **Cell phones and other electronic devices are strictly prohibited in both classrooms and drives. Instructors reserve the right to dismiss any students using these devices during instruction.**
- Students who are dismissed from drives due to electronic device usage will be assessed a \$60 fee and will need to make up the drive at a later date.
- Students dismissed from class due to electronic device usage will be required to make up that class session before a course completion will be issued and it will count towards one of their 3 missed classroom sessions.
- We try to make scheduling drives easy for you, but we need your help too. Please give us 48-hours notice if you need to cancel a drive. **If a drive is canceled with less than 24-hours notice, the student's account will be assessed a \$60 late cancellation fee.**
- **If a student misses a drive, the student's account will be assessed a \$60 no show fee.**
- **If a student arrives to a drive more than 10-minutes late, the drive will be canceled and the student's account will be assessed a \$60 rescheduling fee.**
- **Failure to arrive at the location of where the student's drive has been scheduled will result in a \$60 no show fee.**
- **All fees MUST be paid in full to schedule additional drives.**
- Additional drives may be purchased at any time for an add-on fee.
- Occasionally students have extra challenges and need to spend more time with an instructor. Additional drives may be required when the student poses a significant safety risk to themselves and/or other drivers and pedestrians. Parents/guardians will be encouraged to practice with their student first or purchase additional drive sessions if they are considered a risk to themselves or their community.
- It is our goal to communicate effectively to parents/guardians when students need extra help at home with their driving skills. Instructors will issue Student Prescription Cards detailing areas that the student must work on outside of 911 Driving School. Student Prescription Cards must be signed by the student and parent/guardian and returned prior to the next scheduled drive. Failure to return signed Student Prescription Cards may result in cancelling the scheduled drive and the student's account will be assessed a \$60 late cancellation fee.
- Drives must be scheduled 7-10 days apart. If drives are scheduled with less than 7 days in between, then there will be a \$60 rescheduling fee.

- We reserve the right to cancel any driving appointment if a student exhibits behavior that suggests they may be under the influence of drugs or alcohol. Serious incidents will result in dismissal from the course. No discussion will take place, as safety is our top priority. We will not place the student, instructor, or the general public at risk.
- If a student purchased a drive package that includes **6 or 7 drives**, all drives must be completed **within one year from the class start date**. Any unused drives after that time will expire and cannot be redeemed.

Completing the Course

- Students have 6-months from the first day of class to complete their course. Should the student not complete all course items before the 6-month deadline, the student fails the course and would need to re-enroll into another course. Fees associated with re-enrollment include an administrative fee of \$300 plus \$70 per completed behind the wheel drive. If there is an extenuating circumstance (i.e., family emergency, medical issue), please contact an owner to request a course extension waiver; documentation will be required to prove extenuating circumstance. Waivers will not be granted for sporting events, school events or planned vacations. Please plan accordingly when deciding which course your student will attend.
- Per Washington State law, a course may not be completed in less than 30 calendar days.
- **In order to receive a course completion, students must complete all 15 class sessions, pass all 4 class tests with an 80% or higher, complete all 5 behind the wheel drives (as well as their included driving tasks) and complete a minimum of 1 observation hour.**
- It is your responsibility to ensure that the minimum of 1 in-vehicle driver observation hour is completed [WAC 308-108-160(1b)]. This is accomplished by scheduling a 2-hour driving lesson. Failure to schedule drives accordingly and complete the 1 observation hour will result in the student needing to purchase an additional driving lesson to meet this WA State requirement.
- All fees and tuition must be paid in full for the student's course completion to be issued and reflected in DOL's online system.
- Student's course completion will be updated in the Washington State DOL system within 14 days of their last class and/or drive, whichever is last. Once a student has received their course completion and passed the WA State Knowledge exam, they are eligible to take their WA State Skills (road) exam through 911 Driving School or another testing facility. Students should not go to the DOL to obtain their license without receiving a course completion and passing their WA State Knowledge and Skills exams.

Knowledge & Skills Testing

- Students are eligible to schedule the WA State Knowledge exam with our office once they have met all of the following requirements: (1) must be 15 ½ years or older, (2) attended all 15 class sessions, (3) passed all 4 class tests with an 80% or higher, and (4) have a zero balance on account.
**If the student does not meet all of the above requirements, then they must receive a course completion prior to scheduling the WA State Knowledge exam. To receive a course completion, students must have attended all 15 classes, passed all 4 class tests, and completed all 5 drives.
- The testing attempt included in the student's drive package expires one year from the class start date. If the student does not take the WA State Knowledge exam within that one-year period, the included test attempt is forfeited, and the student will be required to pay the full package price to test.
- The WA State Knowledge exam consists of 40 multiple-choice questions about traffic safety laws. Applicants must answer at least 32 questions correctly to pass the exam (must receive an 80%).
- If the student fails the WA State Knowledge exam on their first attempt, the student will be required to pay the full package price to retest.
- Students are eligible to schedule the WA State Skills (road) exam with our office once they have successfully passed the WA State Knowledge exam.
- The WA State Skills exam will test the applicant's ability to drive legally and safely. Applicants must pass the Skills exam with a score of at least 80%.
- At the time of the Knowledge and Skills testing appointments, students must provide proper documentation to prove identity. We cannot accept photocopies or pictures on a phone. Failure to bring proper

documentation will result in a late cancellation and there will be a fee applied to your account (\$25 fee for the Knowledge exam; \$60 fee for the Skills exam).

- If student has a non-photo permit, student must also bring a picture ID such as a school ID, ASB card, WA State ID, military ID, passport, etc. We cannot accept photocopies or pictures on a phone. If student does not have a picture ID and are under 18 years old, they may bring an original birth certificate along with a parent's driver's license. Parent must accompany student with the original birth certificate. ****We cannot use any documents that we have on file for the student--must provide all original documents for State tests**** Failure to bring proper picture ID with non-photo permit will result in a late cancellation and there will be a fee applied to your account (\$25 fee for the Knowledge exam; \$60 fee for the Skills exam).
- Students **MUST** wear closed-toed shoes for the Skills exam. Students cannot test in slides, sandals, flip-flops, Crocs, slippers, heels, etc. Showing up to your appointment wearing any of the above-listed shoes will result in the examiner cancelling the appointment and a rescheduling fee of \$60 will be applied to the account.
- Student's exam scores will be entered into DOL's database within 24 hours. Students will have to visit DOL to apply for their driver's license. Passing the Knowledge and Skills exams does not guarantee that a student will be issued a driver's license. DOL will determine if the student has met all licensing requirements. If you are under the age of 18 you must be at least 16 years old, have successfully completed a traffic safety education course, have had your permit for at least 6 months and have had 50 hours driving experience with at least 10-night driving hours before you are eligible to apply for your license.
- If a student has received a letter from DOL to take an examination due to a physical, mental, visual or any other medical issue, student must test at a DOL office. Failure to disclose this information prior to testing will result in your test not being honored at DOL to obtain your license, and we will not refund the test fee.
- **DOL reserves the right to conduct random re-examinations; students refusing to take a re-examination may have their license revoked.**
- Our grievance/complaint policy consists of the following: email 911drivingschool@911drivingschool.com and an owner will review the test within 24 hours. Math errors will be corrected either way to pass or fail an applicant. Decisions made by the examiners will not be overturned; however, at our sole discretion, an additional test may be provided at no charge. This will occur within 48 hours of the prior test. If the complaint cannot be resolved, then the complaint would be referred to the DOL Driver Training School Program.

Refunds/Course Dismissal

- As we know, plans and schedules change. If your plans change, we will follow the following policies:
 - We offer full refunds up to 48-hours before class session #1.
 - A 50% refund will be issued if a student withdraws from their course within 48-hours of class starting and before class session #3.
 - **No refunds will be issued after class session #3.**
 - If you need to transfer courses, you must request it at least 48-hours before class session #1. Failure to provide notice of course transfer will result in a \$300 administrative fee. We will only allow one course transfer to be made per student; otherwise, a \$100 course transfer fee will be charged for each subsequent transfer request.
 - **NO REFUNDS OR COURSE TRANSFERS ARE ALLOWED IF YOU HAVE USED YOUR WAIVER TO OBTAIN A PERMIT.**
- Parents and students are expected to conduct themselves in a responsible and appropriate manner at all times. Students may be dismissed from the course due to inappropriate behavior by either the student or their parent/guardian. No refund will be given if a student has been removed from a class due to behavior issues. Examples include but are not limited to: cheating on any of the classroom tests or DOL Knowledge exam, profanity, being disrespectful to other students/instructors, and/or distracting other students/instructors.
- **Smoking or vaping is strictly prohibited inside our office, including restrooms. Any student who violates this policy will be immediately dismissed from the course with no refund.**
- Under Washington State law, individuals under the age of 21 are prohibited from being under the influence of drugs or alcohol. If a student arrives on our property and exhibits behavior that suggests they may be under the influence, they will be immediately removed from the course. No refunds will be provided. We cannot stress enough that safety is our top priority. We will not, under any circumstances, place the student, instructor, or the general public at risk.

- Students found in possession of a weapon on our property will be immediately dismissed from the course without refund. We maintain a zero-tolerance policy to ensure the safety of all students, staff, and visitors.
- 911 Driving School reserves the right to make changes to the dates and times of courses due to unforeseen circumstances. Notification of any and all changes will be communicated to parents/guardians and students as soon as possible in order to cause the least amount of inconvenience to our customers. Changes will only be made if there are no other viable options available.
- No refunds are given for course failures or failure to comply with school policies.

Cameras

- For the safety of our staff, students and customers, our driving school employs camera surveillance equipment for security purposes in our offices and most instructional vehicles. This equipment may or may not be monitored at any time. Surveillance cameras will generally be utilized in public areas only where there is no "reasonable expectation of privacy". Public areas may include lobby area, classroom and testing room. Surveillance cameras will not be installed in private areas such as restrooms. Images from the camera surveillance equipment will never be used for public display of any type.

It is the policy of our business to comply with all applicable federal and state laws, regulations, and executive orders related to civil rights in service delivery and facility access for the public. If you believe we may have discriminated against you in providing you access to our public facilities or services, we want to hear from you. Discrimination complaint forms are located in our office lobby or can be requested by emailing 911drivingschool@911drivingschool.com. If the complaint cannot be resolved, then the complaint would be referred to the DOL Driver Training School Program.

****All fees/prices are subject to change without notice.**

****Completion of this traffic safety course does not guarantee students will pass the DOL Exams.**

**Parent and Student agrees to all Policies and Procedures set forth by
911 Driving School of Graham & Puyallup**

I am the legal parent/guardian of the enrolling student and give my legal consent for them to participate in this Traffic Safety Education program. I have read the policies and procedures and will be responsible for the payment of all tuition and fees due. I understand that for my student to receive credit for this course we must follow the policies outlined above. I further agree to assist with home practice and support my student's effort to be the best possible driver.

Parent Printed Name _____

Parent Signature _____ Date _____

I am a student taking this Traffic Safety Education program. I have read and understand the course requirements. I further agree to practice driving at home whenever possible.

Student Printed Name _____

Student Signature _____ Date _____

****DOL requires a handwritten (wet) signature; unfortunately, typed signatures cannot be accepted****

Parent Initials: _____ **Intermediate Driver License (IDL) Regulations:** For the first **six months**, new drivers cannot drive with passengers who are under **the age of 20**. For the **next six months**, IDL holders **cannot carry more than three passengers who are under the age of 20**. Exceptions are made for immediate family members. For the first **twelve months**, IDL holders **cannot drive between 1:00 AM and 5:00 AM** unless **accompanied by a licensed driver age 25 or older**. Cell phone use, including talking and sending or receiving text messages, even with hands-free devices, is prohibited. These restrictions won't apply after the teen turns 18 years old. Penalties for violations and accidents: For the first violation, a warning letter will be sent to the student and parent/guardian. For the second violation the license will be suspended for six months or until age 18. For the third violation, the license will be suspended until age 18. For a full review of all IDL rules and regulations please visit the DOL website at dol.wa.gov.

****Return this page to 911 Driving School to be added to Student file.**



911 Driving School Class Organization Flowchart

Classes 4 and later each feature 20 minutes of DriverZed, a DOL-approved program that simulates decision making while driving.

Drives 1-5 are listed after which class session the student may do the drive. Students may do the drive later, however must have at least drives 1-2 completed by Lesson 15. As a reminder, students have 6-months from the first day of class to complete all drives.



FROM PERMIT TO LICENSE

By the first week of your driving course, you should have gotten your permit from DOL. Listed below are WA State Licensing (DOL) laws for driving with your permit.

Driving with an instruction permit

Your valid permit allows you to drive in Washington State:

- You must have a licensed driver (with at least 5 years of licensed driving experience) with you, regardless of your age. The licensed driver must sit in the right-front passenger seat.
- Your permit is valid for 1 year. You can renew it by visiting an office and paying the renew instruction permit fee. You may renew up to 2 more times with permission from a driver licensing office supervisor. Contact a DOL office for more information.
- Your Washington permit might not be valid for driving in another state. Contact the state where you'll be traveling to find out if they'll honor your Washington permit

***Keep in mind, you are required to have a valid permit with you for each behind the wheel drive; your instructor will review all documents prior to leaving the office to ensure you are legal to operate our driving school vehicle for the lesson.**

***If you received a temporary paper permit from DOL, please ensure you begin using your plastic hardcopy permit prior to the temporary paper permit expiring. It is your responsibility to ensure you have a valid permit for all behind the wheel drives. Temporary paper permits have an expiration date listed on them – they typically expire within 30-45 days after issuance.**

***Remember, if you have a non-photo permit, you are required to carry another form of picture identification (ID). This picture ID can be a school ID, ASB card, WA State ID, military ID, passport, etc. This is to ensure someone else is not using your permit. We cannot accept photocopies or pictures on a phone. If you do not have picture ID and are under 18 years old, you may bring in your original birth certificate along with a parent's driver's license. Parent must accompany you into our office with original birth certificate. If you show up for your drive without proper picture ID with your non-photo permit, the drive will be canceled and your account will be assessed a \$60 rescheduling fee.**

***Closed toe shoes (tennis shoes) are required for all behind the wheel drives. If you are wearing flip flops, slides, sandals, slippers, Croc-like shoes, UGG-like slippers/clogs/moccasins or heels for your drive, your instructor will cancel your drive and a \$60 fee will be applied to your account.**

HOW TO SCHEDULE DRIVES

Please note: You may schedule your drives after the class session #3. All drives must have a minimum of 7 days in-between appointments.

To schedule a drive, please login to your student portal:

1. Go to <https://www.tds.ms/CentralizeSP/Student/Login/Corporate911>
2. Enter your username and password.
3. From sign-in, you will want to update the issue and expiration dates for your permit. You can do this by clicking "**My Account**" on the left side of the screen and then "**Profile**". Click on the calendar to select the date next to the "**Issue Date**" and the "**Expiration Date**". Click "Update" when you are finished.
4. Once above step is completed, click on "**Scheduling**" on the left side of the screen and then "**Schedule My Drive(s)**".
5. This brings up a list of upcoming dates and times of drives available for you to schedule. **Please pay close attention to the location of the drive you are scheduling. Are you wanting to drive out of our Graham or Puyallup office? Failure to show up to the location you scheduled a drive from, will result in a \$60 no show fee.
6. Once a drive is scheduled, it will be saved into your "**My Schedule**" location for future reference. This is also where you will need to go if you would like to cancel a drive.

Remember:

1. **Failure to bring a valid permit to the drive appointment will result in a \$60 cancellation fee.**
2. **Failure to bring proper picture ID with a non-photo permit will result in a \$60 cancellation fee.**
3. **Drives canceled within the 24-hour time period of the drive appointment will result in a \$60 cancellation fee.**
4. **Failure to arrive at the location of where you scheduled your drive will result in a \$60 no show fee.**
5. **Not showing up to your drive appointment will result in a \$60 no show fee.**
6. **If you arrive to a drive appointment more than 10-minutes late, the drive will be canceled and you will be charged a \$60 cancellation fee.**
7. **Showing up to your drive appointment in flip flops, slides, sandals, slippers, Croc-like shoes, UGG-like slippers/clogs/moccasins or heels will result in a \$60 cancellation fee. Must wear closed toe shoes which cover the heel completely (i.e., sneakers/tennis shoes).**
8. **All fees must be paid prior to scheduling future driving appointments.**

GETTING YOUR FIRST LICENSE

Before you go to DOL to obtain your license, check that the following are completed first.

If you are under 18:

- **Did you complete your course; including all make-up classes, passed classroom tests 1 – 4, and completed all 5 behind the wheel drives with at least 1 hour of observation?**
- **Did you successfully pass your DOL Knowledge exam with a score of 80% or higher?**
- **Did you pass your DOL Skills (road) exam with a score of 80% or higher?**
- **Are you 16 years of age? (Remember, you can take the DOL Skills (road) exam before your 16th birthday.)**
- **Have you had your permit for 6 months?**
- **Did you complete your 50 hours of driving practice and recorded it on your log sheet? This should be done by the time you get your license NOT by the time you finish class.**

If you answered “yes” to all of the above questions – congratulations! You are ready to go to DOL to get your first license! Remember to take your permit, first license fee and your 50-hour log sheet to the DOL.

If you are over the age of 18, a passing DOL Knowledge exam, DOL Skills (road) exam, ID and license fees are the only requirements to obtain your license.

***Remember 911 Driving School offers both the DOL Knowledge and Skills (road) exams at our Graham and Puyallup locations. Please check with the front office staff for scheduling and pricing.**

YOUR FIRST YEAR OF DRIVING

Intermediate License Laws for Teen Drivers

If you're **under 18**, you'll be issued an intermediate driver license and must follow these laws:

- **Driving with Passengers**

- **First 6 months:** *No passengers under 20 years old, except for immediate family members (spouse, child, stepchild, or siblings, both by birth and marriage).*
- **Next 6 months:** *No more than 3 passengers under 20 years old who aren't members of your immediate family.*

- **Nighttime driving**

For the **first 12 months**, you can't drive between 1 a.m. and 5 a.m. unless you're with a licensed driver 25 years or older. The **only exceptions** are driving for agricultural purposes and transporting farm products or supplies under the direction of a farmer as described in RCW 46.20.070.

- **No cell phones**

You aren't permitted to use wireless devices while driving, even with a hands-free device. This includes talking on cell phones and sending or receiving text messages. You may only use a wireless device to report an emergency.

These restrictions won't apply after you turn 18 years old.

Penalties for violations and accidents

- **First violation:** Passenger and nighttime restrictions will apply until you're 18 years old. A warning letter will be issued to you and your parent/guardian for the following:
 - Get a ticket for violating the restrictions.
 - Get a ticket for violating a rule of the road.
 - Are involved in an accident where:
 - You get a ticket or are determined to have caused the accident.
 - No one involved in the accident receives a ticket.
 - The cause of the accident can't be determined.
 - Only your car was involved in the accident.
- **2nd violation:** License suspended for 6 months (or until you're 18, whichever comes first). DOL will notify you and your parent/guardian before they take any suspension action.
- **3rd violation:** License suspended until you're 18 years old. DOL will notify you and your parent/guardian before they take any suspension action.



Name of Student: _____

[illegible]

