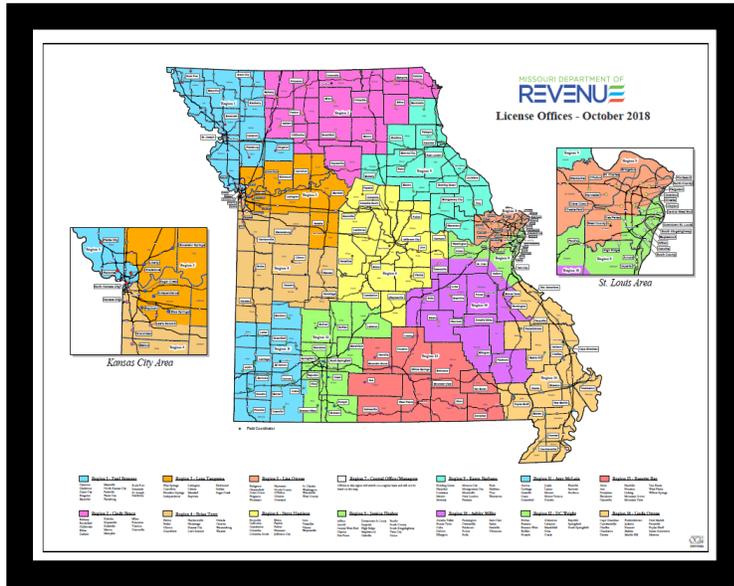


Additional Information

Our team is focused on reducing errors that occur during Commercial driver license (CDL) transactions by implementing clerk friendly training resources. Our goal is to reduce the current CDL transaction errors by 50%. Our CDL drivers are significantly impacted when errors occur because it can change the status of their license, which can directly affect their employment.



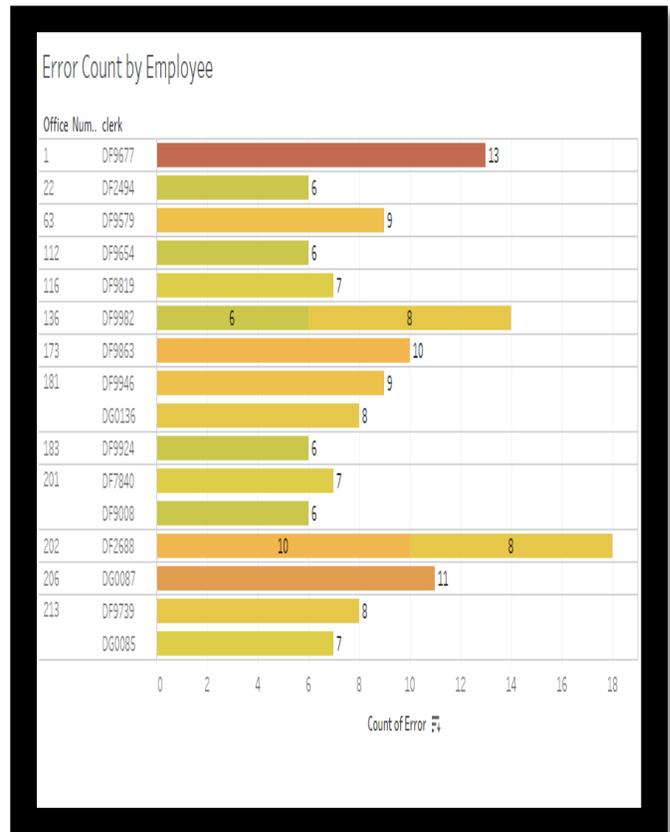
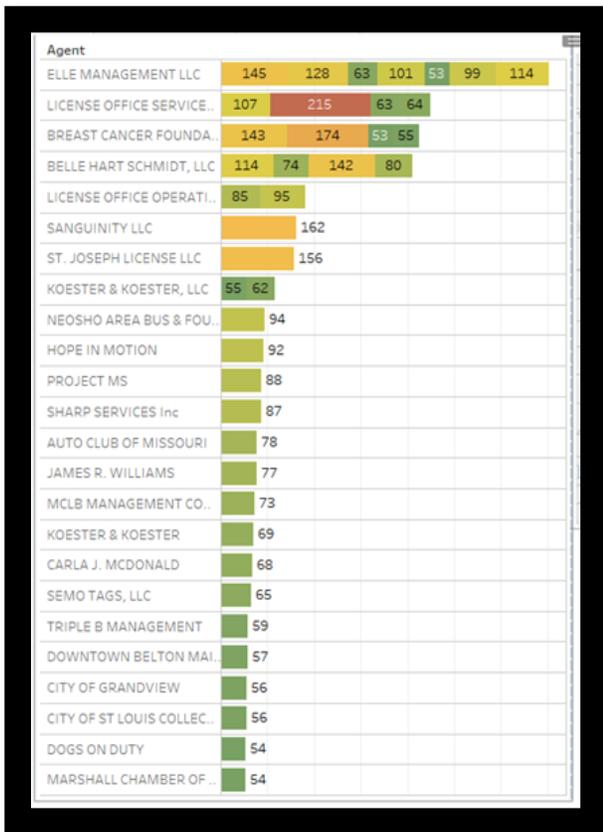
There are currently 177 contracted license offices in the state of Missouri. There are 13 field coordinators and each of them is responsible for 13-14 offices. These license offices are designed to produce identification, driver licenses and title/register motor vehicles. Currently, there is no formal training for clerks in these offices, and there is little to no accountability when errors are occurring.

1,650,217 Driver License transactions processed for fiscal year 2018. CDL transactions make up about 10% of all driver license transactions.

- We issued \$2,935.65 in refunds in 2018 due to errors made on CDL transactions.
- We issued 1,663 duplicate CDL licenses at no fee in 2018. The state incurred about \$3,725.12 in costs for those licenses to be issued.
- The public line receives approximately 826 calls per month regarding CDL issuance. Keep in mind that these calls are only regarding CDL issuance and were most likely initiated due to a letter that was received or they were stopped at a weigh station by Department of Transportation and unable to complete their deliveries or go any further until the issue is resolved.
- Our help desk has to field common CDL transaction questions from clerks due to lack of training before processing transactions.
- Our data shows that in fiscal year 2018, there were an estimated 131,273 CDL transactions that came into the central office for review. On average it takes an employee three times longer to review a transaction with an error due to additional processing steps. These steps would include: correspondence to the applicant, calendaring, and follow-up.
 - The cost for the Department to send out an error letter is \$1.15 per letter. Based off the data we collected, the state is spending around \$1000 a month on error related correspondence.

Tableau

Our team is utilizing Tableau as a tracking and display system for our project. Tableau is a highly interactive program that lets us filter to any specific types of errors, contractors, license offices, clerks and timeframe that we desire. The Tableau graph on the left shows the contractors that have offices making errors. The different colors represent a different office under that contractor and the volume of errors being made in that office. The Tableau graph to the right shows the office the clerk is in, the clerks' identification number, and the different colors represent the error types and volume made by each of those employees.

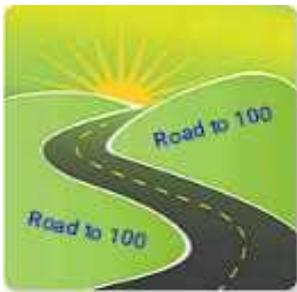


We will send monthly reports out to the offices detailing their errors. The monthly reports that we send out will assist the field coordinators in determining whether an entire office needs training on a specific transaction or whether it's one or two clerks that need training. The Field Coordinators have limited time to spend at each office so this will be a very beneficial tool for them.

Fiscal Year 2019 Initiatives

This project will help us achieve some of the Departments fiscal year 2019 initiatives which are improving customer experience at the license offices, reducing time for citizen and business interactions, identifying and eliminating backlogs, and creating transparency in respect to metrics and delivery status for all stakeholders.

Once this program is fully implemented, the clerks should be confident on how to properly process a CDL transaction which means the citizen doesn't have to wait while they call the help desk and the transaction is completed faster. A reduction in errors will decrease our workloads meaning we can reduce or eliminate some of our backlogs.



ROAD TO 100

Driver License Bureau public phone line has been tasked with two goals:

Goal 1: Reduce incoming calls by 30%

Goal 2: Answer 100% of incoming calls

This project helps us achieve these goals by reducing correspondence that initiates calls to our public line. With less calls coming in, reaching the goal of answering 100% of calls is more attainable.

Reducing calls to the public line and help desk is important with implementation of Real ID right around the corner. We anticipate a large increase in call volumes when Real ID goes live.

We are confident that our project will be successful and will serve as a proof of concept and would justify broadening the training program to include additional driver license transactions such as noncommercial transactions, which makes up the majority of all transactions in license offices.

This project can be used by all Departments to create a tracking system, training program, and resources for errors that are occurring in their areas.

American Trucker Association projects a shortage of 100,000 truck drivers by 2021. Help us help truckers to KEEP ON TRUCKIN'!