

Team Information

Project Name

Keep on Truckin'

Team Members

(3-10 Total)

| Name | Department/Division |
|--------------------------|--|
| 1 Crystal Judge | Department of Revenue, Motor Vehicle and Driver License Division |
| 2 Robert Greenwood | Department of Revenue, Motor Vehicle and Driver License Division |
| 3 Kathy Franklin | Department of Revenue, Motor Vehicle and Driver License Division |
| 4 Patti Distler | Department of Revenue, Motor Vehicle and Driver License Division |
| 5 Amy McLain | Department of Revenue, Motor Vehicle and Driver License Division |
| 6 Mitch Schultz | Department of Revenue, Motor Vehicle and Driver License Division |
| 7 Melissa Schieferdecker | Department of Revenue, Motor Vehicle and Driver License Division |
| 8 Hannah Orick | Department of Revenue, Motor Vehicle and Driver License Division |
| 9 Kathleen Matheson | Department of Revenue, Motor Vehicle and Driver License Division |
| 10 | |

Your Pitch

What problem are you addressing? (No more than 200 words)

There is currently no systematic training provided to license office clerks, and there is very little accountability for license office transaction errors. Every time a license office processes a transaction incorrectly, the transaction must go through a secondary review by the state, correspondence notifying the citizen of the issue must be sent, the citizen must take action to correct the error, and ultimately the reputation of the state suffers. The license office help desk staff have to field common questions that should be part of training and our call center fields calls from citizens frustrated about the transaction-related issues. Other citizen's experience increased wait times at license offices and on the public lines as a result of the increased transactions or calls.

What is your proposed solution? (No more than 200 words)

We will be utilizing Tableau to store, track, and display our data. The data we are collecting identifies the type of transaction errors and the most prominent types of errors occurring in the field. We have identified the top three transaction error types that are related to Commercial Driver License Transactions and we have identified the top eight offices with the highest error rate. We are currently developing training materials that will provide targeted training to reduce or eliminate the top three transactional errors at the eight license offices. Our targeted training will consist of upbeat training videos and written materials which will inform and assist clerks in avoiding the identified transaction errors. If possible we would like to provide targeted hands-on training either at the central office or in the field. Afterward, we would like to get feedback from those training and we would analyze subsequent data to determine whether the program successfully reduced the targeted transaction errors.

Which area of impact is your primary focus? Choose 1 from menu below.

Improvement to citizen experience

What is your estimated impact or return-on-investment? (No more than 100 words)

Citizen experience would improve because (1) fewer applicants would have to reapply; and (2) wait times in the offices and our phone lines would be reduced. Second, the state will save time and money because (1) fewer office errors means fewer applications that must be evaluated and reprocessed by driver license employees; and (2) fewer incoming calls means fewer calls that have to be taken by staff. This project can be used in other Bureaus and Divisions to track their transactional errors and help us achieve three of our fiscal year 2019 initiatives and our goal for Road to 100.

Key Activities and Milestones

What are the major activities and milestones to deliver your solution? (Additional steps may be added)

| Activity | Milestone | Timing |
|---|---|-------------|
| 1 Data Collection | Ensure that all related transactional error data is being tracked. | Three weeks |
| 2 Identify targeted training component and develop training materials | Create scripts, videos, checklists, flow charts for the offices. | Three weeks |
| 3 Test training materials | Have employees test our training materials to identify any problem areas. | One week |
| 4 Edit and correction any problem with materials | All materials will be revised. | One week |
| 5 Get training materials to targeted license offices | Work with License Office Bureau and the Field Coordinators to get the training materials to the selected offices. | One week |
| 6 Complete training and have hands-on training | The selected offices will have this time to complete training and report back to us that it was completed. | Two weeks |
| 7 Get feedback from participants | Travel to a few of the selected offices to obtain feedback regarding the program. | One week |
| 8 Analyze data in coming months to determine efficacy of program | Gathered all error data. | Ongoing |

Results

How can you measure the impact and success of this initiative?

| Priority measure(s)* | Current status | Target |
|---|--------------------------------------|---|
| License Office Transaction Error Data | Data collected and entered regularly | 50% reduction in targeted errors; will be able to tell through data if project had impact |
| Public calls regarding CDL transactions and errors. | 826 calls/month | 413 calls/month (50%) |
| CDL error corrections processing | 15 errors processed/hour | 45 regular processed/hour |

* Measures should follow SMART principle: Specific-Measurable-Actionable-Relevant-Timebound.

[OA's guidance on performance metrics](#)

Resource requirements

What is your estimate of the costs (human, financial, technical) to implement your proposal? (No more than 100 words)

4-5 hours per week per team member to complete tasks indicated in this proposal. Access to software to create and edit videos or assistance from the communications team to edit videos in the timeframe we provide. If there is hands-on training in the field, we would incur some travel expenses.