



Joint Transportation Committee Presentation

October 12, 2010



By: The Department of Licensing

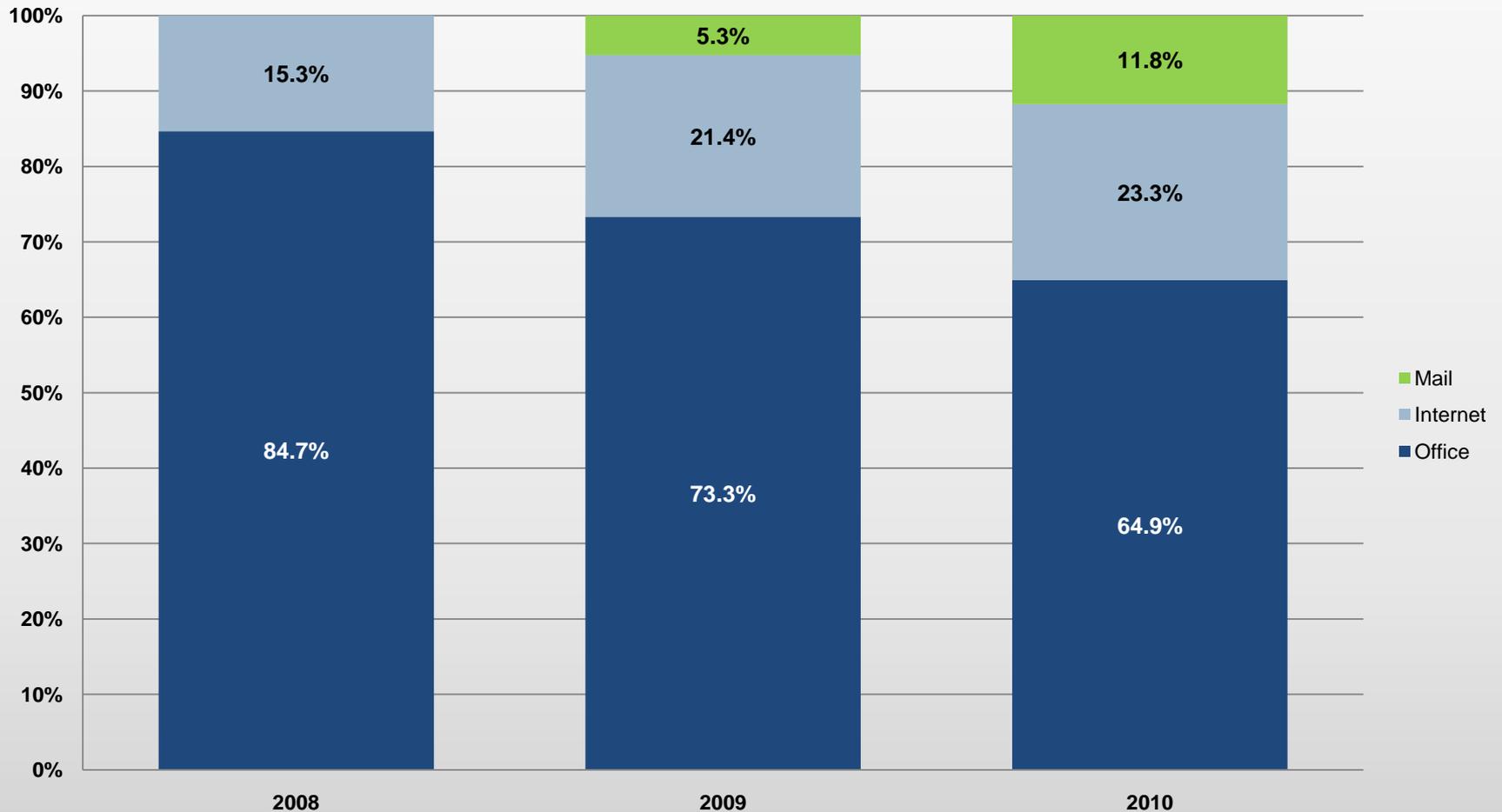
The Office Consolidation Plan

- ▶ Expand self service options
 - ▶ Online driver license renewals
 - ▶ Online duplicate license
 - ▶ Mail-in driver license renewals
 - ▶ Online address change
 - ▶ Online abstract of drive record
- ▶ Improved service
 - ▶ Shorter office wait times
 - ▶ Self-service terminals
 - ▶ Debit/Credit over the counter
 - ▶ Knowledge testing at driver training schools
 - ▶ Offsite drive testing



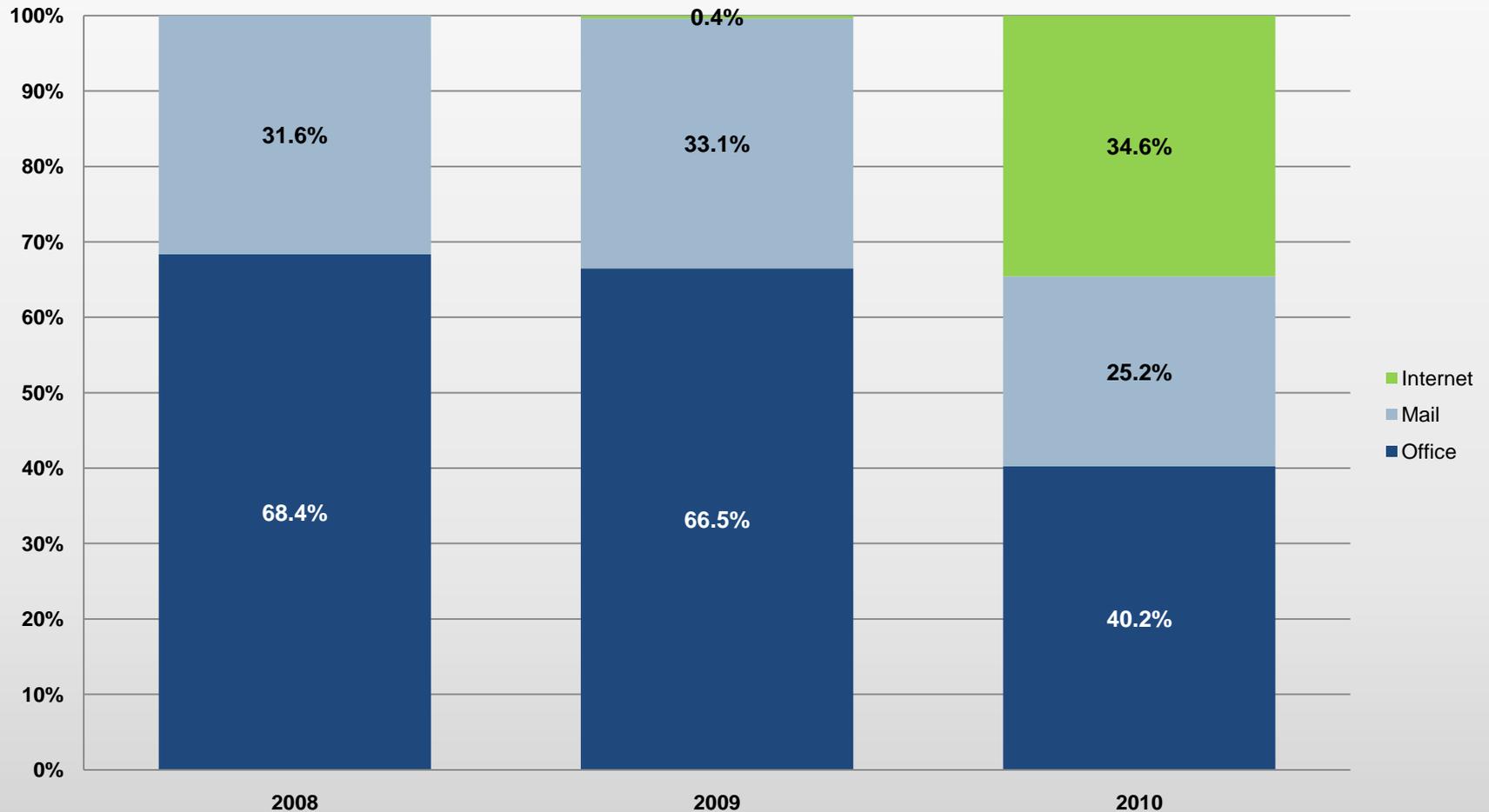
Expand Self-service Options

Percentage of Driver Renewals by Channel
2010 YTD Thru September



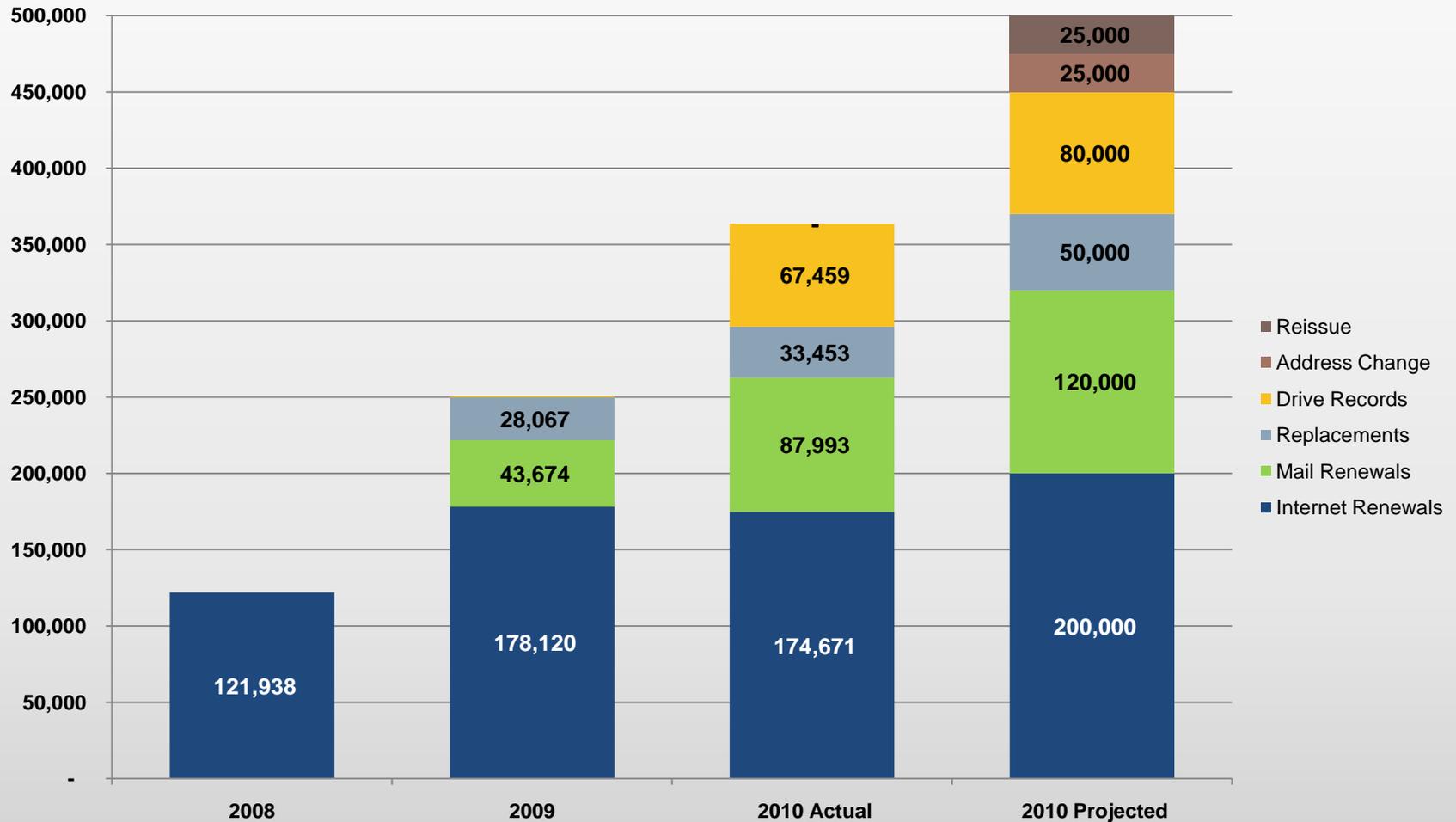
Expand Self-service Options

Percentage of Drive Record (ADR) by Channel
2010 YTD Thru September



Expand Self-service Options

Total Self-Service Driver License Transactions



What does 380,000 transactions look like?

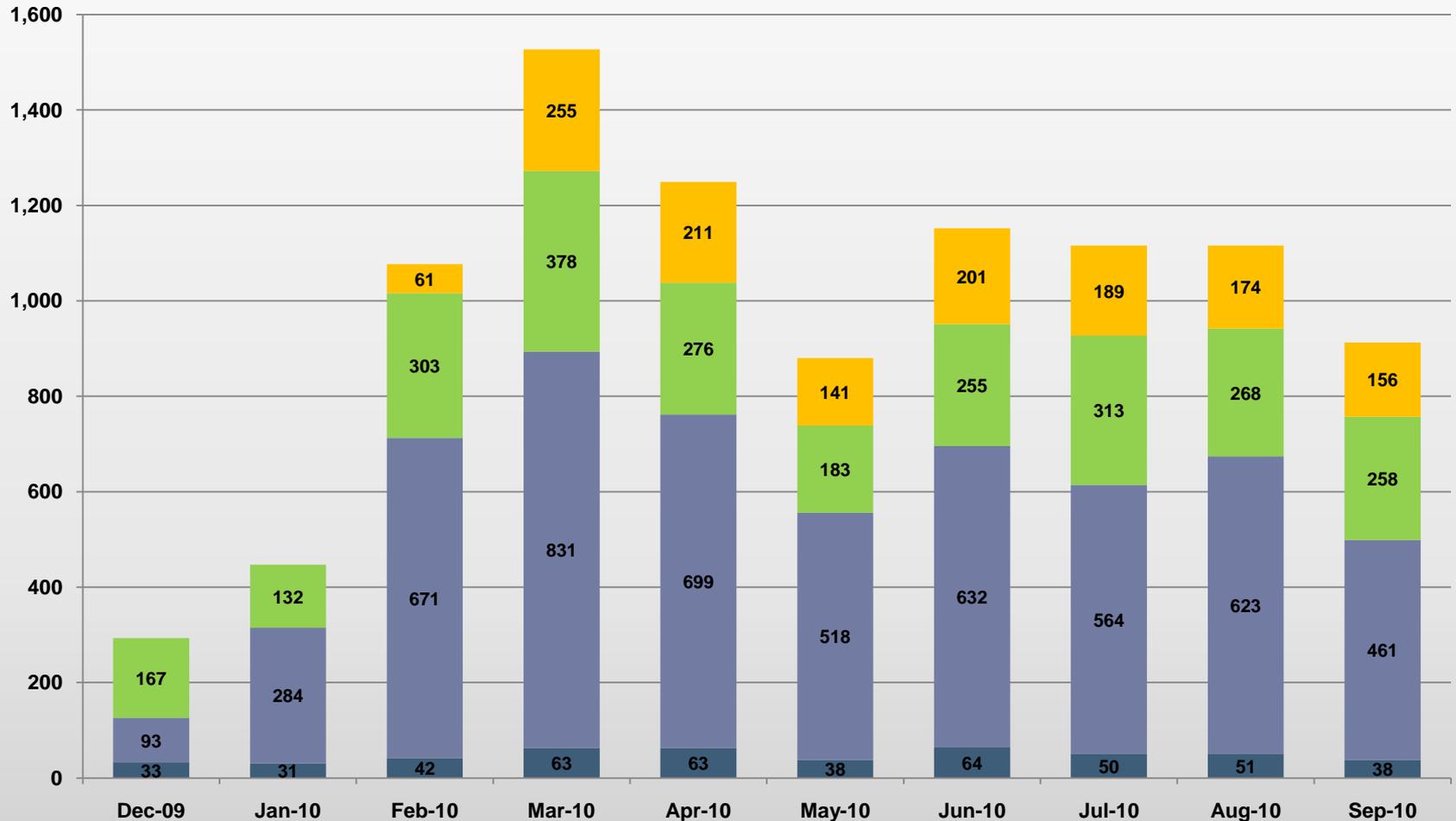
- ▶ **An extra 6 minutes of wait time for every customer**
- ▶ **3.8 million miles travelled - CO₂ emissions**
 - ▶ Equivalent to eliminating 215 passenger vehicles
 - ▶ 2,619 barrels of oil
 - ▶ Energy use of 98 homes for a year
- ▶ **The distance of 8 trips to the moon and back**
- ▶ **The capacity of 8 Safeco Fields**



Expand Self-service Options

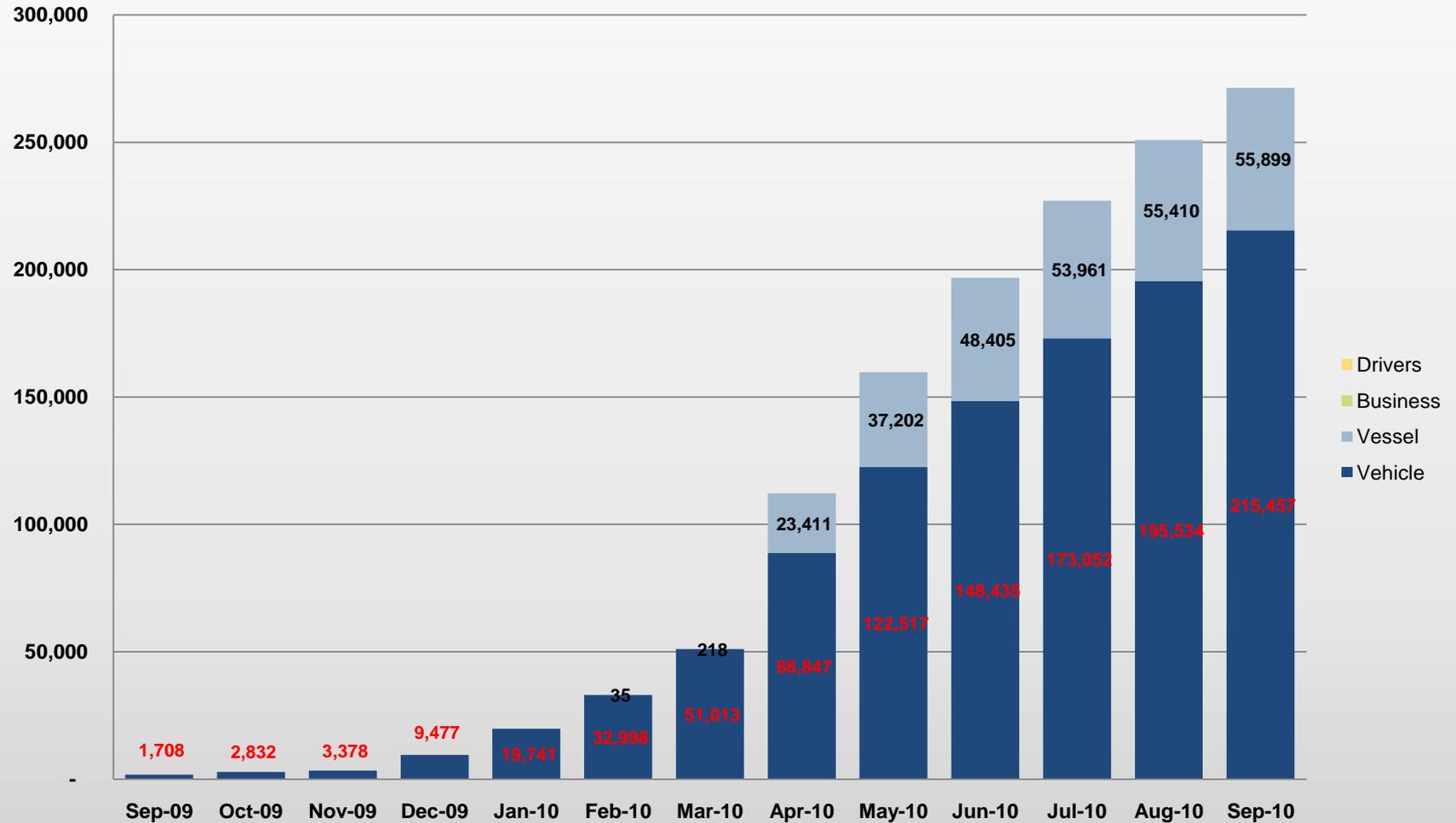
Self-Service Station Completed Transactions

■ Vehicle Renewals ■ ADR ■ Driver Renewals ■ Driver Duplicates



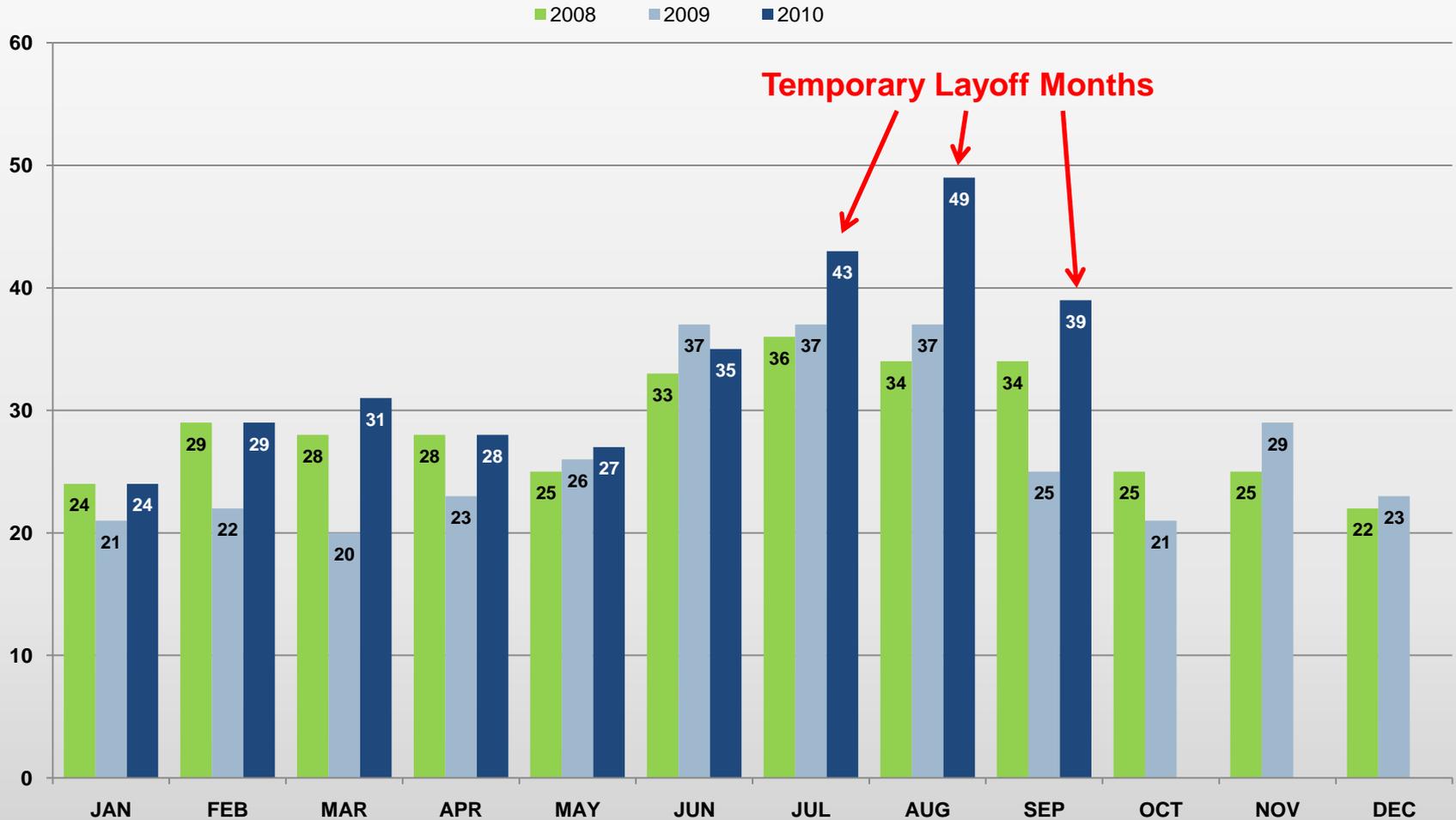
Improved Service – Reduced Cost

Total Email Renewal Enrollment



Improved Service

Statewide Average Wait Time Minutes



The Customer Relations Division

- ▶ Singular focus on the customer experience
 - ▶ In person, Telephone, Internet, Mail
 - ▶ Implemented specific customer service expectations
 - ▶ First contact resolution
 - ▶ Issue tracking and accountability
 - ▶ Training
 - ▶ Policies and procedures



The Customer Relations Division

▶ New developments

- ▶ Knowledge testing in drive training schools
 - 8,053 tests completed since February
- ▶ Debit/credit over the counter
 - 9 offices, 13,000 transactions since December
- ▶ Offsite drive tests
 - Renton Technical College, July through September
 - 2,907 tests completed

▶ What's next

- ▶ Investigate wireless technology for drive test scoring
 - ▶ Expanding Q-flow
 - ▶ Online drive test scheduling
 - ▶ Customer training videos
 - ▶ Look for new opportunities (“Take Time to Read”)
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“QUICK READS”

- Brochures with book excerpts
- Short stories & poetry collections
- Essays/short stories by local authors
- Booklists of items currently in the King County Library collection

Questions

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