

Habitual Traffic Offender Suspensions

Agency Department of Licensing

Project Impact

The Department of Licensing (DOL) improved the Habitual Traffic Offender (HTO) Suspension Process, resulting in reduced touch time (staff time) from 24 minutes to 13.1 minutes per manually processed HTO suspension. This project also resulted in a 66% reduction of paper usage for this process.

Staff time saved was reallocated towards cross-training, helping with other processes within the unit, and returning customer phone calls timelier. The Suspensions Team is also working on applying similar improvements to other processes, resulting in even more savings of both cost (paper) and time.

Additionally, DOL will use the value stream map, pain points, and employee ideas generated within this workshop to plan and prepare for upcoming technology changes to driver licensing systems and databases.

As a result of this project, DOL is able to put more staff resources towards other driver suspension processes and towards returning customer phone calls timelier. This project helps support our agency goals of creating a customer focused organization and improving public safety.

Project Summary

When customers receive too many tickets, the Department notifies the customer and initiates a Habitual Traffic Offender (HTO) suspension against their driving privilege. HTO drivers are a risk to public safety; they are involved in 448% more fatal accidents than non-HTO drivers. There are about 600 new HTO suspensions manually processed per year. The process took too long and involved printing too much paper.

Problem Statement: Previously, it took 24 minutes to process each original HTO suspension compared to our target of 16 minutes, which we wanted to reach by 2/15/2017.

A team of front-line employees improved the process by:

- Making digital notes on records
- Using a direct imaging method to add documents to the customer's file
- Printing certified labels individually instead of in batches and sheets

Project Results



Cost

Decreased paper **from 3 pages to 1 page** printed per original HTO suspension.

Decreased paper **from 14 pages to 6 pages** printed per original HTO suspension that still goes into effect after a hearing.



Time

Decreased touch time (staff time) for original HTO suspensions **from 24 minutes each to 13.1 minutes each.**

66% reduction in paper for HTO suspensions: total savings of 1188 pages saved per year.

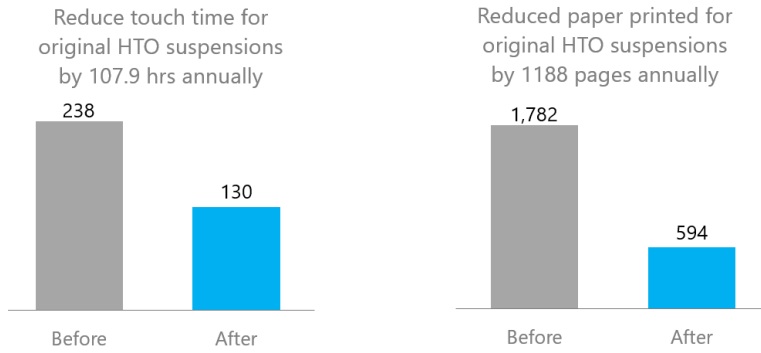


Total savings of 1048 pages per year for HTO suspensions that still goes into effect after a hearing.



Total touch time (staff time) saved per year is 107.9 hours.

Strategic Lean Project Report



Project Details

Date improvement project was initiated: 11/15/2016

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