



2013 Technology Innovation Showcase

Create a Customer Checklist Wait Time Online Online License Status Check Monitored Driver Service

Department of Driver Services

Web-based tools are helping to better manage customer service at the Department of Driver Services (DDS). Because of budget cuts, DDS has been forced to eliminate over 100 positions at its customer service centers, but new self-service options are making it possible for some customers to avoid phone calls or visits to the centers altogether. If they need to conduct business in person, customers can use other new online services to help them plan their visits when the centers are less crowded and to know exactly what documents they need to bring with them. User-friendly technology is making it possible for DDS customers and employees to save themselves time, money and a lot of frustration. Meanwhile, large customers with fleets of drivers can take advantage of a new service that's designed to help them know whether their drivers are maintaining good driving records.

About the Situation

DDS and its customers – anyone who drives or carries a state identification card – face many challenges these days. As identification requirements changed for drivers' licenses and ID cards, DDS needed better ways to prepare customers for their visit to a customer service center. Besides needing to know what documents they were required to provide officials before receiving a license or ID card, customers had little insight into the least crowded days and times at different customer service centers around the state.

One of the most common questions customers ask when they call or visit a customer service center is, "What is the status of my license?" In addition, law enforcement and other DDS business partners frequently need to quickly validate a driver's license or ID card.

DDS deployed web-based, self-service options to meet these customer needs. Self-service options reduce waits, allow customer service agents to spend more time with customers needing special assistance and help DDS better manage budget cuts.

Innovative Solutions

To help customers comply with new identification requirements, DDS enhanced its public website with **Create a Customer Checklist**. Customers begin by completing an online questionnaire, which allows them to select from among various documents that can be used to meet identification requirements. For example, customers must provide one form of primary identification. The questionnaire lists all acceptable forms, which include a valid U.S. passport and an original birth certificate or a certified copy, and a customer simply checks which form is most readily available to them. After completing the questionnaire, the tool lists all a customer's selections on a single webpage, which can then be printed or saved as a PDF file. A set of frequently asked questions assists customers in understanding new identification requirements. More than 100,000 customers had used Create a Customer Checklist through March 31, 2013.

But even if you have all the documentation you need, is there a way to avoid long waits in line at a customer service center? DDS' new **Wait Times Online** is designed to help customers do just that. The tool lets customers see two weeks of historical, average wait times at any of 64 customer service centers. An interactive map on DDS' homepage lets you identify the nearest customer service center. By

right clicking on the customer service center icon, a small box opens with links to directions, wait times and required documentation. Selecting wait times opens a new window that displays green, yellow and red symbols to indicate average wait times by date and time at your selected customer service center. The tool has received an average rating of 4 out of a maximum of 5 from more than 1,700 people.

Online License Check Status answers the question, “What is the status of my license?” The tool contributes to a safer Georgia by alerting drivers about a suspended or expired license so they can take steps to resolve the issue. It also enables law enforcement and DDS business partners to determine if a license is legitimate or fraudulent. It eliminates thousands of calls and visits to DDS customer service centers each week and provides customers with the convenience of being able to check the status of their driver’s license or ID card any at time. About 45,000 people use the tool each month.

DDS customers with fleets of drivers are concerned with re-insurance costs and making sure their drivers maintain good driving records. The **Monitored Driver Service** relies on DDS’ database to provide near real-time driving histories and assist customers in making decisions that are influenced by the driving behavior of their fleet drivers. The service was built so it’s quick and easy to bring new customers on board. Using secured File Transfer Protocol, customers provide DDS with a file containing identifying information for its drivers, and DDS searches for the drivers in its database to determine if they have received a citation or their license has been suspended during a specific time period. If activity is found for a driver, customers can then decide whether to obtain more detailed information by requesting a Motor Voter Report.