

2014 Technology Innovation Showcase
Driver's License Reinstatement Integration and Modernization;
Skip A Trip
Georgia Department of Driver Services

Complexity of the Problem

Standing in line at a state office to obtain a driver's license is often cited as possibly one of life's most frustrating experiences. It's certainly the example given by many people when expressing dismay at the level of customer service provided by government agencies. The state of Georgia hasn't been immune to those criticisms. The Department of Driver Services (DDS) handles over 200,000 license reinstatements at its customer service centers and more than 600,000 calls about license reinstatements at its contact center every year. In addition, DDS began experiencing a significant increase in wait times at its customer service centers when Real ID documentation requirements from the U.S. Department of Homeland Security became effective in July 2012. About 20,000 customers per month were returning to a customer service center at least once to present required information and complete the process for issuing a driver's license. DDS leadership set out to deploy technology in strategic ways to improve service and send the message that government can indeed work in an efficient, customer-focused way.

Creativity of the Solution

To improve the license reinstatement process, DDS launched **Driver's License Reinstatement Integration and Modernization (RIM)**. It enables a customer to check his or her eligibility for driver's license reinstatement; view, print or email a list of specific reinstatement requirements; pay fees; and reinstate driving privileges online – all without a visit or telephone call to DDS. Through RIM (www.dds.ga.gov > Online Services > Suspension Information), a customer can also access his or her personalized conviction information, citation number and court information associated with a suspension. Reinstatement of the driver's privileges occurs automatically when all requirements are met.

A closely related service, **Skip A Trip** (www.dds.ga.gov > Online Services > Skip A Trip), was developed as an alternative method for customers to submit residency and Social Security documents in compliance with Real ID documentation requirements. It offers options for customers to fax residency and Social Security documents to a secure fax server, mail them to DDS or upload them through their DDS online account. During an initial visit to a DDS customer service center, a customer is provided with a printout that serves as a fax cover sheet. The customer also receives a list of documents that he or she still needs to provide. The printout includes a bar code that indexes the customer's documents to the correct customer record when it is faxed to DDS or scanned by a DDS team member. A customer who submits documents through his or her online account is able to view outstanding requirements online, attach scanned documents and submit them electronically to DDS. Through account authentication, documents are indexed to the correct customer record.

Business Results

Through RIM, more than 42,000 customers have viewed their personalized reinstatement requirements online since its launch in November 2013. In addition, 2,010 customers have requested emails of their information online, and 2,785 customers have gone online to validate their required driving courses as completed. DDS has collected more than \$1.5 million for driving license suspensions that were not previously payable online. Through Skip A Trip, 22,246 customers have submitted Real ID documents by fax, and 4,309 have submitted documents through their online accounts. Of these customers, 18,807 have completed the issuance process through one of DDS' alternative methods, thereby avoiding another visit to a DDS customer service center.