

2015 Technology Innovation Showcase

Georgia Department of Driver Services:

Pre-apply Online Self-service Check-in and Lobby Management Mobile Emergency Licensing Fort Benning Customer Service Center

Standing in line at a state office to obtain a driver's license is often cited as one of life's most frustrating experiences. When the Real ID documentation requirements from the U.S. Department of Homeland Security began in July 2012, the Georgia Department of Driver Services (DDS) started experiencing a significant increase in wait times at its customer service centers. The department's leadership set out to deploy technology in strategic ways to reduce wait times.

DDS also undertook a series of coordinated efforts, designed to show that government can indeed work in an efficient, customer-focused way.

- Pre-apply Online enables customers to complete a driver's license or identification card application on a computer or any mobile device, before visiting a customer service center.
- DDS installed kiosks in the lobbies of select customer service centers, so customers could check-in and print their own service number ticket. The kiosks include color, touch-screen monitors that display high-resolution photographs, graphics and video.
- As part of its Mobile Emergency Licensing project, DDS implemented a handicapped-accessible, comprehensive customer service center on wheels. This technology provides services in areas where a customer service center could not operate for an extended period due to flooding, storm damage or other emergency situations.
- In partnership with the Department of the Army, DDS established the first driver testing and licensing facility on a military installation in Georgia. In its first year, the customer service center at Fort Benning has served more than 1,400 customers.

These related projects have had a significant impact on DDS customers throughout Georgia.

- More than 44,000 customers have taken advantage of Pre-apply Online to complete their driver's license or identification card application, thereby reducing their wait time when visiting a customer service center to complete the application process.
- Self-service kiosks at a DDS customer service center in Conyers, Georgia, reduced average wait times by 39 minutes, while the time to complete a transaction decreased from 20 minutes to three minutes.
- Through its mobile emergency licensing capability, DDS examiners issued and renewed licenses inside a C-130 Hercules aircraft hangar for airmen of the Georgia Air National Guard; more than 300 transactions were completed in a four-hour period.
- The average wait time for active-duty military, dependents, reserve soldiers, retirees and civilian employees at the Fort Benning customer service center is less than one minute.