



# Wisconsin DMV Training

November 4, 2015

Joe Bruno, Deputy Director

Bureau of Field Services



# Identifying Issues with Training

- Timeliness of Training
- Expense of Training
- Consistency of Information
- Lack of Structure
  - “That’s not how it’s done here”
- Communication



# Breaking Down Barriers

- Focus Group
  - Made up of all trainers throughout DMV
- Adult Education Course
  - Learning to train adults
- Direction and Focus
  - Divisional training
    - Busting down the “silos”
- Vision – DMV University



# Determining the Direction

- What do ALL employees do?
  - Share materials for like-training
- What areas are specialized?
  - Individualize for area
- Creation of Online College

# Online College Creation

- Directive issued by the Administrator's Office
  - Train 100 employees in 6 months
- Expanded to DL/ID
  - All field training is now part of DMV University

The syllabus to the right is used to guide trainees throughout the training course

	Location	Time Spent Working
<b>Week 1 - August 3 - 7</b>		
101 - Overview	DOT Learn Center	
102 - Chapter 340 Definitions	DOT Learn Center	
103 - Chapter 341 Definitions	DOT Learn Center	
104 - Chapter 342 Definitions	DOT Learn Center	
Post Biography	Connect - DOT Learn Center	
Comment on one other post	Connect - DOT Learn Center	
<b>Meeting with TTS/Mentor/Sup/Chief/MGR</b>		
Virtual		
<b>Week 2 - August 10 - 14</b>		
<a href="#">RaTS Worksheet</a>	<a href="#">RaTS Manual</a>	
<a href="#">RaTS Review Worksheet</a>	<a href="#">RaTS Manual</a>	
201 - Inquiry	DOT Learn Center	
202 - Reg Help	DOT Learn Center	
Review Plate Renewal Panel	Reg Help	
203 - Non Operation	DOT Learn Center	
204 - Plates and Fees	DOT Learn Center	
205 - Incidents	DOT Learn Center	
206 - Emissions	DOT Learn Center	
207 - Renewal Post Card	DOT Learn Center	
208 - Renewal	DOT Learn Center	
209 - Disabled Parking and ID Cards	DOT Learn Center	
210 - Permanent Disabled ID	DOT Learn Center	
211 - Temporary Disabled ID	DOT Learn Center	
212 - 1 + 1 Disabled Parking ID	DOT Learn Center	
213 - Chain of Ownership	DOT Learn Center	
214 - Source Documents	DOT Learn Center	
Answer Question 1 Week 2	Connect - DOT Learn Center	
Answer Question 2 Week 2	Connect - DOT Learn Center	
Respond to 1 other post for the week	Connect - DOT Learn Center	
<b>Meeting with TTS/Mentor</b>		
Virtual		
<b>Process 100 plate renewals</b>		
CSC/Work Shift		
<b>Week 3 - August 17 - 21</b>		
301 - MV1	DOT Learn Center	
302 - Title/Image Number	DOT Learn Center	
303 - Replacement/Duplicate Plates	DOT Learn Center	
304 - Special Plates	DOT Learn Center	
305 - Plate Transfer	DOT Learn Center	
306 - Temp Plates	DOT Learn Center	
307 - Replacement Title	DOT Learn Center	
308 - Taxes	DOT Learn Center	
309 - Liens	DOT Learn Center	
310 - Child Support Liens	DOT Learn Center	
311 - Odometer	DOT Learn Center	

# Timeliness

- Paperwork Completed on Day One of Employment
- Coursework Begins Day Two
  - Employee is assigned a team of coworkers to assist with training
- Contributing Employee During Week 2
  - Training using building block approach
  - Progressively becomes more challenging
- Proficient Processor within three months

# Expense

- So Far In FY 2015
  - \$100,000 saved
    - No Hotel Expense
      - Employees work from their home station
      - Employees are home nightly
    - No Meal Expenses
    - No Mileage Paid
    - No Overtime Incurred



# Consistency

- Content is Controlled
  - Experts collaborate
- Continuing Education Credits Required
  - All tenured staff as part of annual evaluation
- Providing Structure
  - Placing responsibility within regions

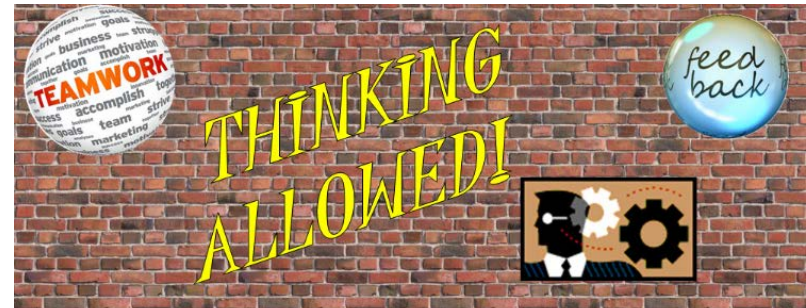




- Secretary's Employee Satisfaction Survey to Determine Best Method
  - Corkboard
    - Instant communication
    - Information hub containing centrally located updates
      - Can be updated immediately
      - Audience – Over 400 people informed immediately
  - Technical and Training Newsletter
    - Weekly publication addresses current issues and immediate training

# Communication

- Newsletter Re-design
- Regular Meetings with Regional Trainers
- Hotline to Assist with Training
- Station Visits
- Online Community
  - Discussion forum



Supervisor's Hideaway

Manage Topic

Sort by Latest Reply

POSTINGS	Author	Replies	Views	Likes
Adequate Communication	<b>KIMBERLY SLONAKER</b> 8/19/2015 9:53 AM	7	52	0
DL / ID Implementation and the new QFlow	<b>MARK PORTER</b> 9/22/2015 10:20 AM	3	13	1
PPT Employees, Creative Staffing & HR Decisions	<b>AARON TALLEY</b> 9/8/2015 12:09 PM	0	10	3
Sick Calls	<b>KIMBERLY SLONAKER</b> 9/8/2015 11:41 AM	0	5	0



# Corkboard

BFS Bulletin Board

**DL/ID Resources**

**Registration Resources**

**Learn Center**

**Current Tech Update**

**Contact TTS**

**Report or Request a link**

**Q-Flow Glossary**

**Email Templates**

**DL/ID and Q-Flow Resources**

**Reg Help**

**DLM**

**IDPP**

**Q-Flow Appointment History**

**New Equipment**

**Team Leader and Supervisor Resources**

**Customer Comments found here!**

**BFS NEWS**


**SWAT Help Line is experiencing technical difficulties. Click here for assistance.**

**Temporary DL/ID SWAT Hotline: 888-398-2342 Access Code: 2413183**

# Information Hub for DL-ID Solution

BFS Bulletin Board

## DL - ID Solution Resources



<b>DL - ID Quick Reference Guides</b> <ul style="list-style-type: none"><li>ICW</li><li>SIMS</li><li>Reports</li><li>Starting a Knowledge Test</li></ul>	<b>ACF Quick Reference Guides</b> <ul style="list-style-type: none"><li>Reception Console</li><li>Service Console</li><li>Processing Guide</li><li>Ticketless</li></ul>	<b>Request to replace image of birth certificate in OnBase EMAIL</b> <ul style="list-style-type: none"><li>Birth Certificate e-mail</li><li>Temporary Work Around for Scanning</li></ul>
<b>System/Hardware Issues EMAIL</b> <ul style="list-style-type: none"><li>DL/ID Project SWAT Team</li></ul>	<b>Processing Questions EMAIL</b> <ul style="list-style-type: none"><li>DL/ID Project SWAT Team</li></ul>	<b>DL - ID Testing</b> <ul style="list-style-type: none"><li>Testing Guide Quick</li><li>Testing Guide Detailed</li><li>Trouble Shooting Guide</li></ul>

**DL/ID SWAT Hotline: 608-282-9925**      **CBN STI Hotline: 866-598-4311**

# Reinforcing Desired Behaviors

Here is what our customers have to say about us and the work we do...

*DMV Service Center Location  
Saukville*

Date of Visit  
10/07/2015

Overall service:  
Exceeded my expectations

Additional comments/tell us how we can improve:

Hands down, the most pleasant visit to any government facility ever! Everyone was polite, friendly, knowledgeable and efficient. I grew up in Wisconsin but spent 20 years in California and four in Texas. You guys know how to do it right. Thanks for the very pleasant surprise!

Hi Patrick and Jennifer,

I just wanted to send a quick compliment to you and your great crew for taking the stress out of an odd situation. I discovered that my front license plate had either been lost or stolen this morning and wasn't sure what the steps were to fix it. I ended up going to the police department to report it and then stopped by the Greenfield DMV to hopefully get new plates.

I was worried that since the vehicle is technically in my parents name that things would be complicated – extra complicated in fact because they are in Ireland for the next week and a half.

# Objectives Realized

- ✓ Timeliness of Training
- ✓ Expense of Training
- ✓ Consistency of Information
- ✓ Lack of Structure
- ✓ Communication

- All Online Modules Created with
  - Articulate Storyline
  - User-friendly
    - Convert PowerPoints
      - Training Team Self-Taught Using Online Resources
- WisDOT Learn Center
  - Cornerstone OnDemand
    - Functionality Grows with Each Upgrade
- All Training Tracked and Recorded as Part of Official Training Record for Each Employee



# Contacts

- Glenn Green
  - Technical and Training Chief
    - [glenn.green@dot.wi.gov](mailto:glenn.green@dot.wi.gov)
    - 608-266-0428
- Joseph Bruno
  - [josepha.bruno@dot.wi.gov](mailto:josepha.bruno@dot.wi.gov)
- Kimberly Slonaker
  - [kimberly.slonaker@dot.wi.gov](mailto:kimberly.slonaker@dot.wi.gov)