

# Welcome to *Ah Ha – Changes that Improved Customer Service?*

**Please record your attendance using  
the Sign In Sheet**

Moderator: Deb Roby  
June 10, 10:30 a.m. - Noon  
International Salon 1

# Effective Lobby Management

Alan Watson – Director Georgia Department of Driver Services

# Challenges

- Increasing Customer Demand
  - Implementation of Real ID
  - Implementation of Medical Certification Requirements
  - Population Shifts
- Resource Constraints
- Customer Expectations
  - DDS Historical Service Levels
  - Societal Expectations

# Solutions

- Initiating the Customer Transaction
  - Ticket Issuance
  - Document Review
  - Lobby Seating
  - Customer Communication
  
- Managing the Customer Flow
  - Focus Resources on High Demand Services
  - Focus Resources on Shortest Transaction Time
  - Utilizing Limited Profiles
  - Eliminated FIFO
  - Timed Analysis

# Testing Our Theory

- Timed Analysis
  - Transactions Initiated Based on Actual CSC
  - Transactions Serviced Based on Actual Service Delivery Times
  - Two Trials Conducted - FIFO vs. Managed Queues
  - Results

	FIFO Processing	Managed Queues
Average Wait Time	19:21	10:19
Maximum Wait time	43:04	31:48
Service Level	65%	99%

# Sustainability

- Team Member Acceptance
  - Managing Change
  - Resistance to Managed Queues
  - Training and Monitoring
  
- Managing Customer Expectations
  - Properly Managing the Priorities
  - Effective Communication

# Customer Service Initiatives and Service Delivery

Tennessee Department of Safety  
and Homeland Security

Assistant Commissioner Lori Bullard

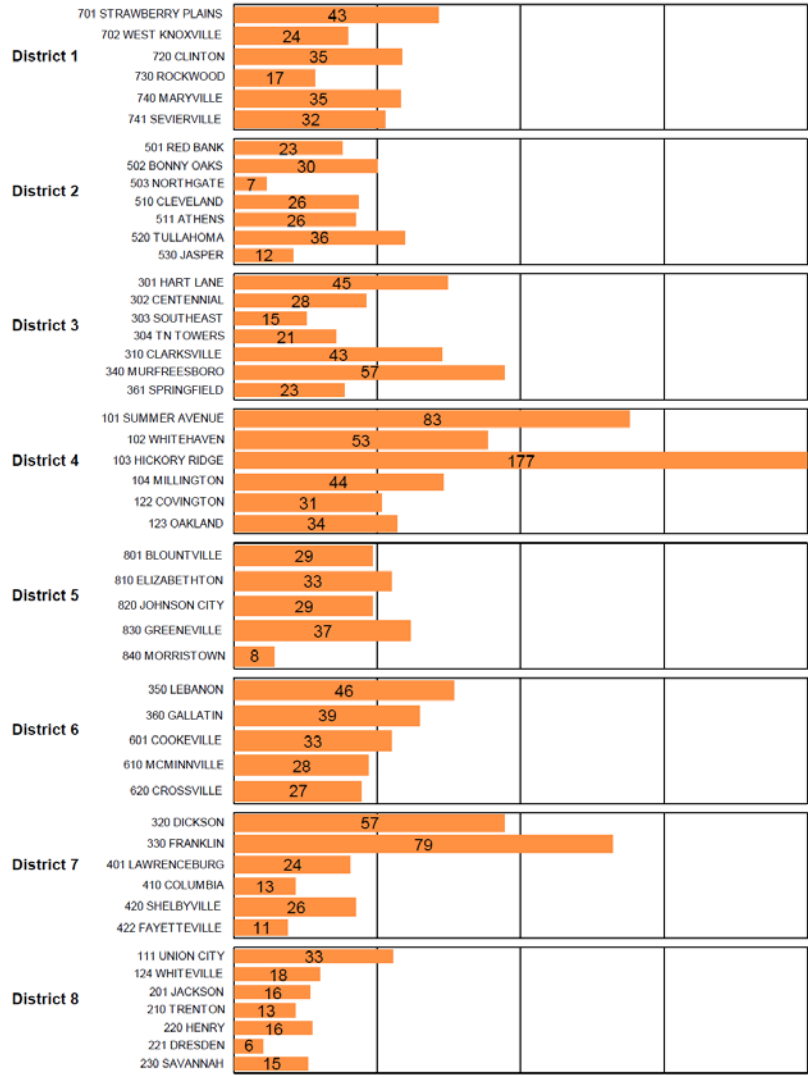
# Data Driven Decision Making

- Monthly charts on wait times, visit times, productivity
- Transaction analysis
- Technology usage- ipads, SSK
- Year-to-year comparisons
- Monthly TRAC meetings via videoconferencing



Average Driver Service Center Wait Time

3/1/2013 - 3/28/2013



(DL601) DL Station Statistics Wait Time

Printed on: 4/1/2013

	Jan-13	Feb-13	Mar-13	Year to Date
MIDTOWN	30.82	29.85	0.00	30.46
	2,102	1,282	0	3,384
TN TOWERS	8.20	13.86	21.32	14.28
	1,825	1,748	1,678	5,251
Express - Duplicates and Renewals	20.31	20.62	21.32	20.61
	3,927	3,030	1,678	8,635
ATHENS	20.95	26.34	25.55	24.38
	1,918	2,030	2,072	6,020
BLOUNTVILLE	23.23	30.15	28.98	27.51
	2,437	2,474	2,634	7,545
CENTENNIAL	18.13	28.70	27.56	24.58
	3,942	3,520	3,705	11,167
CLARKSVILLE	37.44	43.05	43.44	41.34
	3,361	3,209	3,552	10,122
CLEVELAND	31.14	26.13	26.00	27.71
	1,924	1,954	2,052	5,930
CLINTON	20.93	30.57	35.06	29.26
	2,659	3,043	3,122	8,824
COVINGTON	26.28	38.75	30.97	32.11
	1,615	1,720	1,761	5,096
CROSSVILLE	24.22	27.90	26.64	26.21
	1,808	1,685	1,770	5,263
DICKSON	33.54	61.72	56.58	50.14
	1,783	1,603	1,715	5,101
DRESDEN	6.32	6.05	6.02	6.11
	795	877	949	2,621
ELIZABETHTON	22.40	31.36	32.87	29.01
	1,732	1,765	1,890	5,387

## Accountability

- Provide transaction time goals and expectations to examiners
- Empower examiners to make decisions
- Monitor wait times - hold managers accountable for their center

# 2013 region II conference

Atlanta, GA | June 8-13

		Transactions	Wait Time	Service Time	Visit Time
DI20207	THOMAS, BOBBIE J	389	16	10	26
<b>CDL</b>		<b>10</b>	<b>21</b>	<b>29</b>	<b>49</b>
A1	ADD Class	2	19	30	49
A2	ADD Endorsement	2	8	37	45
A3	ADD Permit	3	19	40	58
C	CDL Conversion	3	32	11	43
<b>Driver / ID Holder</b>		<b>173</b>	<b>12</b>	<b>7</b>	<b>18</b>
D	Duplicate	55	14	6	20
R	Renewal	83	10	6	16
R5	Renewal Over 30 Days	13	15	5	20
RL	Renewal Over 6 Months	7	8	5	13
Y	Reclassify	15	9	18	27
<b>Handgun</b>		<b>68</b>	<b>14</b>	<b>9</b>	<b>23</b>
DH	Duplicate Handgun	2	13	6	19
OH	Original Handgun	49	15	7	23
RH	Renew Handgun	17	9	15	24
<b>Misc. Transactions</b>		<b>8</b>	<b>16</b>	<b>2</b>	<b>18</b>
FS	Free - Departmental Error	3	9	5	14
S	Split Transaction	4	26	1	26
Z	Misc.	1	8	1	9
<b>New Driver</b>		<b>84</b>	<b>19</b>	<b>12</b>	<b>31</b>
E	Exchange Permit to License	4	26	13	39
E1	Exchange PD to Intermediate Restricted	13	16	21	37
E2	Exchange to Intermediate Unrestricted	1	7	5	12
E3	Exchange GDL to Class D	1	21	5	26
O	Original	42	21	16	37
X	Failed Exam	23	17	1	18
<b>New/Returning Resident</b>		<b>31</b>	<b>30</b>	<b>23</b>	<b>49</b>
N	New Resident	22	37	6	43
T	Returning Resident	9	14	63	63
<b>Reinstate</b>		<b>15</b>	<b>24</b>	<b>11</b>	<b>34</b>
I	Reinstate - Adult	13	24	9	33
J	Reinstate - Juvenile	1	9	35	44
RESA	Restricted License - Adult	1	31	5	36

## Flexibility

- Managers monitor the “queue” and change flow of customers
- Alter schedules of employees
- All stations operate differently so there is no one size fits all

## Other Initiatives

- Training
- Clean-up and organization of stations
- Unannounced visits
- Employee survey
- Customer Service survey

# Customer Service Initiatives and Service Delivery

Florida Department of Highway  
Safety and Motor Vehicles

Deb Roby, Chief, Bureau of Credentialing Services

# Customer Service Center

- Quality Review and Improvement Section
- Increased Web Self Services
  - ❖ Reduced Emails and Response Time
  - ❖ Online Knowledge Base
  - ❖ Feedback
  - ❖ Usage



# New Management Structure

- 19 Managers to 19 Managers and 34 Assistant Managers
- Selection Process
- Empowerment and Ownership
- Commitment

# New Management Structure

- Increased transaction volume
- Decreased wait times
- Improved service
- Increased customer satisfaction
- Improved member satisfaction

# New Management Structure

- Role of Manager
- Role of Assistant Managers
- Monthly One-on-one Meetings
- Regular Feedback and Coaching

# Facility Changes

- Connection with Local Communities
- Supercenter Concept for Leased Facilities
- Improvements to State-owned Facilities

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**region II**  
**conference**

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## Mobile Units

- 11 Flowmobiles
- 22 Staff Members
- Community Outreach
- Partner with Homeless Advocacy Groups
- Prison Outreach

# Training

- Annual Training on Lawful Presence
- On-line Learning Management System
- Professional Development

## Contact Info

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**Questions?**

## Up Next

Lunch

International Salon 4-10

Noon – 1:30 p.m.

Followed by General Session: Quick Connect

Imperial Salon B

1:30 – 3 p.m.