

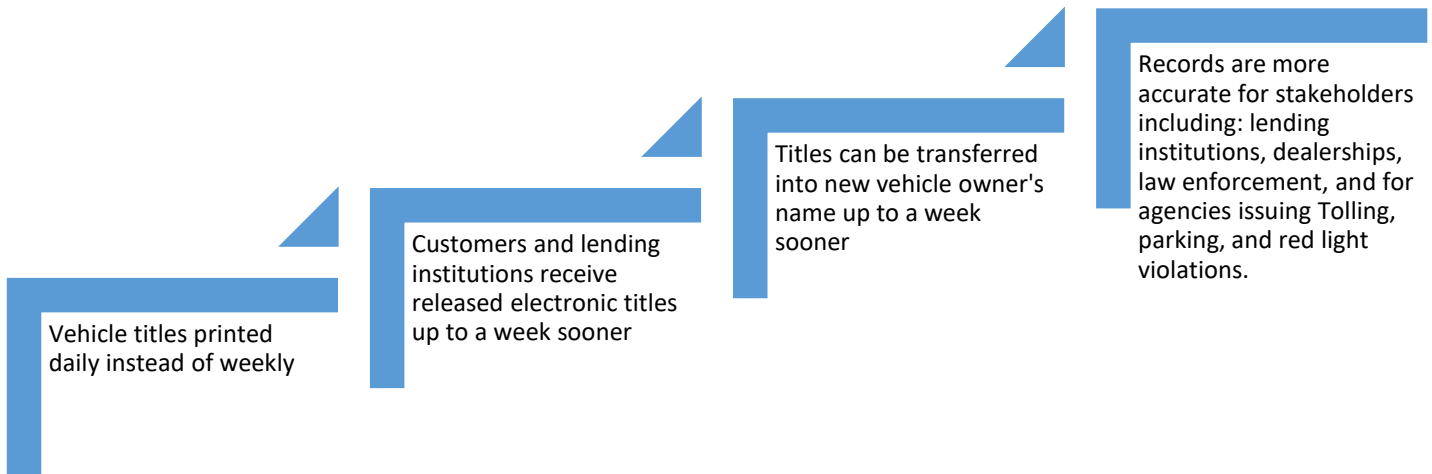
Electronic Vehicle Title Issuance

Agency: Department of Licensing (DOL)

External Partners and Customers: DOL included two members of Washington State Employees Credit Union (WSECU) and two members of Cox Automotive Solutions (Arizona and California branches) in the workshop.

Project Impact

The Department of Licensing improved the Electronic Title Issuance Process, resulting in a one week reduction of cycle time for printing and mailing titles. Although this project was focused on improving the electronic titles process, all paper titles benefit from the changes and all titles are processed up to a week faster. The project also resulted in a 30% reduction in NMVTIS errors, which previously required manual correction by DOL staff and increased the turnaround time of the title process.



Project Summary

The typical Electronic Title Process cycle time was 9 weeks compared to our target of 8 weeks, which we wanted to reach by 5/1/2018

Working with internal and external partners, DOL implemented the following improvements:

- Process and respond to vendor inquiries daily instead of weekly
- Request more frequent printing and mailing of paper titles (instead of using a weekly batch process)
- Add details regarding the status of titles to the Contracted Plate Search system so that Lending Institutions can see title status without calling DOL
- Apply problem solving tools (mini workshop session) to improve communication process between vendors, lending institutions, and DOL when resolving errors/issues related to electronic titles.
- Communicate upcoming form changes to vendors prior to implementation

Project Results – Post implementation



Time

Decreased turnaround time **from 9 weeks to 8 weeks** for the process of releasing and transferring an electronic title through a lending institution. Some customers receive their new title in as little as 3 weeks now.



Decreased wait time for customers and lenders to properly transfer and title a vehicle.

Strategic Lean Project Report



Customer Satisfaction

Decreased turnaround time for vendors who contact DOL with inquiries **from** one week **to** one day.

Decreased wait time for vendors who send inquiries to DOL by one week.



Customer Satisfaction

Decrease email inquiries **from** vendors **to** DOL from 100 per month to 50 per month.



Less vendors need to contact DOL for help with electronic titles. 50% savings of vendor emails results in savings of 300 hours per year.

Project Details

Date improvement project was initiated: 1/1/2018

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Report reviewed and approved by: Teresa Berntsen, Director