

# Strategic Lean Project Report

## Ignition Interlock Assistance

**Agency:** Department of Licensing

### Project Impact

The Department of Licensing improved the Ignition Interlock Financial Assistance process reducing the number of customer applications denied for assistance from 766 to 198. The team also reduced the time spent processing an application from 12 minutes to 6 minutes resulting in an annual savings of 264 staff hours.

The customer experience improved as a result of simplifying the application, creating clear instructions and streamlined document submission requirements. There are now fewer denied applications. Additionally, the waiting period to reapply shortened from 6 months to 30 days, which improved customer experience and allows drivers to fulfill DUI requirements and safely stay on the road.

### Project Summary

The Driver and Vehicle Records Restricted Licensing unit reviews applications and determines eligibility for financial assistance to help offset the cost of an ignition interlock device for drivers in a low-income bracket. Individuals who have been found guilty of an alcohol offense are required to have the device installed in their vehicle.

If their application is denied there is a 6-month waiting period after denial before the customer can re-submit the application. Sometimes the staff's morale is affected because they are unable to assist the customer in a timely manner. Currently 766 or (29%) of applications are denied compared to our target of 264 or (10%), which we wanted to reach by 8/31/2017.

The following improvements were made:

- Modified the application form to include the instructions to reduce customer confusion.
- Collaborated with the Hearings Unit, which conducts legal hearings for traffic offenders to combine 2 forms into one; the Financial Assistance application.
- Decreased Time to process an application **from** 12 minutes **to** 6 minutes.
- Decreased waiting period to reapply from 6 months to 30 days.

### Project Results



**Quality**

Decreased Number of denied applications for financial assistance **from** 766 **to** 198.



*Savings 568 fewer denied applications annually and improved customer experience*



**Time**

Decreased Time to process an application **from** 12 minutes **to** 6 minutes.



*Savings 264 staff hours annually*

### Project Details

**Date improvement project was initiated: 5/9/2017**

**Date improvement project was implemented: 3/29/2018**

**Project Contact:** James Thompkins      **Email:** [jthompkins@dol.wa.gov](mailto:jthompkins@dol.wa.gov)

**Phone:** 360-902-0104

**Report reviewed and approved by: Teresa Berntsen, Director**