

Strategic Lean Project Report



Enhanced Driver License Issuance Questionnaire

Agency: Department of Licensing

Project Impact

The Department of Licensing improved the process to issue Enhanced Driver License (EDL) or Enhanced Identification (EID) cards, resulting in an estimated 6,000 hours saved annually for both staff and customers.

When applying for an enhanced document, there are a number of mandatory requirements in addition to the standard Personal Driver License or Identification (ID) card. This requires more time and documentation from both customers and staff.

Project Summary

203,926 EDL/EID documents were issued in 2017. Most of the current EDL/EID procedures were written in 2007 and with REAL ID requirements going into effect October 2020, it will create a higher demand for enhanced documents. DOL needed to align the process to meet those requirements and reduce wait times.

Originally the EDL/EID process takes on average about 12.5 minutes to process compared to our target of 10 minutes, which DOL wanted to reach by 9/5/2017.

A team of front line employees improved the process by replacing a questionnaire the customer manually fills out with asking the questions verbally. This improvement:

- Decreased touch time for staff because they no longer need to interpret handwriting and ask clarifying questions.
- Decreased wait time for the customers by eliminating the questionnaire form.
- Decreased follow up when a customer did not know how to answer a question on the questionnaire. For example, if the customer did not know one of their parents and left the parent information blank.

Project Results



Time

Decreased Touch time **from** 12.5 minutes **to** 10.5 minutes.



Total time saved per year is 6,000 hours for both staff and customers.



Customer Satisfaction

Decreased Customer paperwork requirements **from** manually filling out a questionnaire **to** staff asking the required questions.



Less burden on the customer and minimizes mistakes.

Project Details

Date improvement project was initiated: 6/5/2017

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Report reviewed and approved by: Acting Deputy Director Laurie Milligan