

Strategic Lean Project Report



Deferred Prosecutions

Agency: Department of Licensing

Project Impact

The Department of Licensing improved the Deferred Prosecution process, annually saving customers 18,000 hours of wait time and reducing customer confusion.

A deferred prosecution gives a driver a probationary license for 5 years instead of suspending their license. This reduces the impact on their daily lives, but a driver can only do this once in their lifetime. When courts submit a record to DOL with the deferred prosecution. DOL places the action on the driving record.

According to polled drivers the new process is quicker, there is less confusion about the status of their license and they are no longer receiving letters with conflicting information. There are also less calls about deferrals from drivers, attorneys and courts.

Project Summary

When drivers are granted Deferred Prosecution on a suspension of their license, courts notify DOL. DOL updates the driver's record to show a deferred suspension. DOL processes more than 2,400 Deferred Prosecutions per year.

Originally, it took 2 business days to process a deferral compared to our target of one business day, which we wanted to reach by 8/1/2017.

Utilizing front line employees we:

- Changed a two day process into a same day process by using information available instead of waiting for an overnight report.
- Cross trained more employees on the process.
- Eliminated steps of checking work in the process if they found errors <2% of the time.

Project Results



Time

Decreased customer wait time **from** 8 - 64 hours **to** 14 minutes to 24 hours.



Saved at least 18,000 hours of customer wait time per year.



Time

Decreased staff touch time **from** 12 – 16 minutes **to** 4.5 minutes.



Saved at least 300 hours of staff time per year.

Project Details

Date improvement project was initiated: 5/8/2017

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Report reviewed and approved by: Acting Deputy Director Laurie Milligan