

Upcoming stakeholder meeting

We are currently organizing our Winter Stakeholder Meeting to be held on February 6, 2018 at Kent City Hall in the East and West Chambers.

An agenda will be created based on feedback provided from the Fall survey. Proposed agenda topics include WAC updates and Stakeholder work groups.

We will also be introducing our new Curriculum Specialist, Pam Meyers, who will discuss her goals for the implementation of HB 1481.

Stakeholder meeting recap

On September 20, 2017, we hosted our Fall DTS Stakeholder meeting.

During this meeting we discussed the following topics:

- DTS Program Overview – Licensing, Audit and Compliance Functions
- Business Technology Modernization – DRIVES Rollout 2
- Uniformity bill update

After this meeting we sent out a survey to all of our stakeholders asking what information they would like to see in future meetings and requesting feedback about the meeting. Follow this link to find the survey results:

https://data.surveymoz.com/r/154433_59d794d8561953.75585627

Auditor's note

During an exam audit, we check for timely score entries in the Secure Access Washington (SAW) portal, so students can acquire permits and licenses as soon as they qualify.

Some schools have achieved 100% score entry in 24 hours by changing the time of day for data entry and restricting the number of staff entering scores.

Schools also reported lowering their data entry errors and meeting the 24 hour entry target.

One school reported changing staff start times to allow their staff additional time for data entry, prior to normal business hours. They also instituted a red and green folder system to easily identify exams entered from ones awaiting entry in the portal.

For some schools, simply re-evaluating their daily tasks caused them to change practices. This resulted in even more success in meeting requirements.

Meet our new Curriculum Specialist



Hello! My name is Pam Meyers, and I am the new Curriculum Specialist at

the Department of Licensing. Upfront, I have to confess that my 14-year-old son is already clamoring to get behind the wheel. As a parent with access to young driver fatality records, I am tempted to immediately reply, "Just take the bus until you're 25!" Fortunately for him and the other future teen drivers in Washington, I know we are dedicated to changing those statistics.

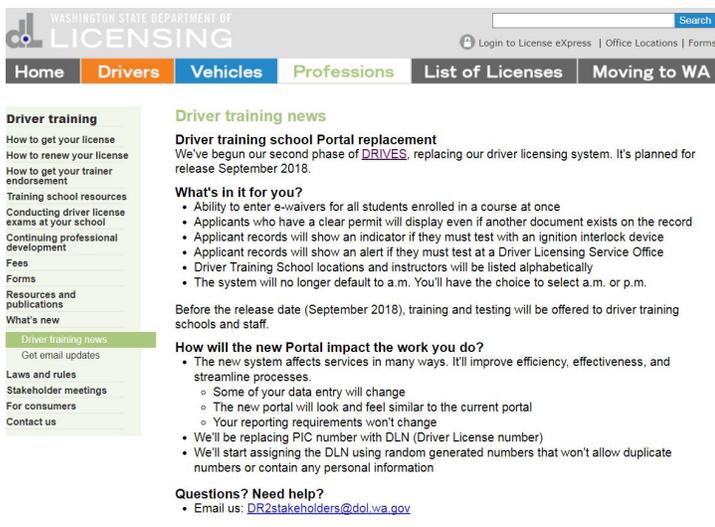
Curriculum development has been a long-standing, integral part of my career, and I still find it exciting! I am happy to have joined a strong team committed to achieving the goals of Target Zero. As a professional and a mother of a future teen driver, I greatly appreciate your hard work toward improving traffic safety. We all have an ambitious task before us, and I'm delighted to be part of this invaluable partnership.

DRIVES R2 Update

We want to update you on what's going on in our program as the DRIVES R2 (Drivers) project shifts gears. As of now, the project is on schedule, with a September 4, 2018 release date.

Your new on-line resource

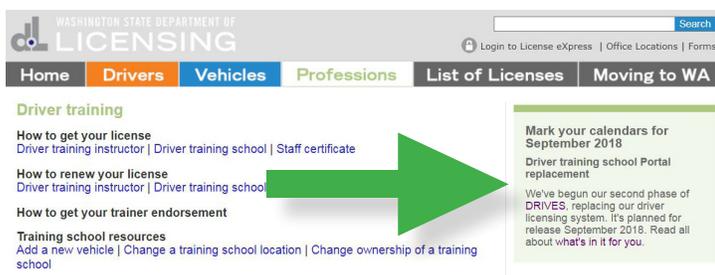
We'll still use LISTSERV for communication. Now though, we have an additional resource, web pages. Driver Training Schools will have their own web page to provide information about the project and what's changing for them at www.dol.wa.gov/business/drivertraining/dtnews.html. We urge you to bookmark this page.



The screenshot shows the Washington State Department of Licensing website. The navigation bar includes Home, Drivers, Vehicles, Professions, List of Licenses, and Moving to WA. The 'Driver training news' section is highlighted, containing the following information:

- Driver training news**
- Driver training school Portal replacement**
We've begun our second phase of DRIVES, replacing our driver licensing system. It's planned for release September 2018.
- What's in it for you?**
 - Ability to enter e-waivers for all students enrolled in a course at once
 - Applicants who have a clear permit will display even if another document exists on the record
 - Applicant records will show an indicator if they must test with an ignition interlock device
 - Applicant records will show an alert if they must test at a Driver Licensing Service Office
 - Driver Training School locations and instructors will be listed alphabetically
 - The system will no longer default to a.m. You'll have the choice to select a.m. or p.m.
- Before the release date (September 2018), training and testing will be offered to driver training schools and staff.
- How will the new Portal impact the work you do?**
 - The new system affects services in many ways. It'll improve efficiency, effectiveness, and streamline processes.
 - Some of your data entry will change
 - The new portal will look and feel similar to the current portal
 - Your reporting requirements won't change
 - We'll be replacing PIC number with DLN (Driver License number)
 - We'll start assigning the DLN using random generated numbers that won't allow duplicate numbers or contain any personal information
- Questions? Need help?**
 - Email us: DR2stakeholders@dol.wa.gov

For now, you will also be able to reach the page from our main Driver Training web page (below).



The screenshot shows the Washington State Department of Licensing website. The navigation bar includes Home, Drivers, Vehicles, Professions, List of Licenses, and Moving to WA. The 'Driver training' section is highlighted, containing the following information:

- Driver training**
- How to get your license**
[Driver training instructor](#) | [Driver training school](#) | [Staff certificate](#)
- How to renew your license**
[Driver training instructor](#) | [Driver training school](#)
- How to get your trainer endorsement**
- Training school resources**
[Add a new vehicle](#) | [Change a training school location](#) | [Change ownership of a training school](#)

A green arrow points from the 'Driver training school' link in the 'How to get your license' section to a box on the right that says: 'Mark your calendars for September 2018 Driver training school Portal replacement We've begun our second phase of DRIVES, replacing our driver licensing system. It's planned for release September 2018. Read all about what's in it for you.'

The main Driver Training page also has a link to the overall DRIVES R2 project page at www.dol.wa.gov/about/what-is-drives.html.

If you've seen the DRIVES project page before, you'll know it hasn't been updated much. The project will be updating it more regularly with news you can use.

Testing and training

The project will be gathering process information from some Driver Training Schools early next year. This will help us document how the changes will affect your work and help us produce instructions for you.

We are still planning to provide schools some training opportunities after the code base freezes at the end of March. We don't know our schedule and the exact configurations yet. We're working on it and will share the details as we know.

Staff changes here (it's good news)

Two of our key contributors, Jessica Parraz and Ashley Minor, are moving to the project. The project chose them for the very reason the program finds them so valuable (their energy and mastery of details). Beginning in mid- to late-January they will be our representatives in testing the DRIVES system and will receive training to help prepare us for the transition.

You should continue to use the DTS mailbox (TSE@dol.wa.gov) and the general phone number 360-664-6692.

We've hired one new customer service talent for the program, Alysa Perez, who started with us in November. We are in the process of hiring two additional customer service staff to support you during this time.

As this busy year winds up, we wish you all the best of the season. We look forward to working with you next year and taking advantage of DRIVES.

Survey says...

You will soon be receiving another survey that will also include an option for you to volunteer to become a DRIVES R2 tester. Our test site is in Olympia where the developers work. Volunteers are limited. For those who aren't included in this activity, please remember we're going to deliver instructions and other support.

