

Oklahoma Senate Committee on Appropriations

2014-15 Performance Report

Department of Public Safety #585

AGENCY MISSION STATEMENT:

Here a simple statement of the adopted mission of the agency should be provided, along with the entity or person(s) who adopted the mission statement and when it was adopted.

Working to provide a safe and secure environment for the public through courteous, quality and professional services.

LEAD ADMINISTRATOR:

Secretary of Public Safety

Commissioner of the Department of Public Safety

Mike Thompson

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GOVERNANCE:

Here a brief description of the agency's governance structure should be provided. Is the agency headed by a Governor appointee? An appointee of an independent board? Who selects the board, and who are the current members of the board?

Does the Board have any committees or subgroups? If so, please provide a detailed listing of the subgroups and their areas of focus.

The Commissioner of the Department of Public Safety is appointed by the Governor and serves at the pleasure of the Governor.

GOVERNANCE ACCOUNTABILITY:

Please provide copies of the minutes for any Commission/Board meetings the agency has had for the last year in electronic format (Only in PDF format.) Is there an attendance policy for board members/commissioners? If so, is it being followed?

Not Applicable

MODERNIZATION EFFORTS:

Please provide a listing of all government modernization efforts undertaken by the agency since July 1, 2010. Additionally, please provide any authorizing statutory changes that prompted the modernization efforts and whether those efforts have led to cost savings or additional cost burden.

The Department of Public Safety (DPS) is replacing its mainframe computer with a system that is collaborative, interactive, and intuitive. This is to create a system that will better serve the public and the agency. The system shall replace the existing four cores: Driver License Services, Legal/Implied Consent, Driver Compliance, and Records Management. Modernization should allow DPS to evaluate the existing programs on the Mainframe and decide if they should be developed as part of this system, or be developed in another manner, or if DPS should use a program that another agency has, or if DPS should purchase an off the shelf software application. This particular system allows our agency's internal programmers and developers to use the Rules Engine, Case Management and Workflow tools to continue with IT development for the agency's needs. The agency will have the option of paying the vendor to do further development as the need arises, or for the agency to internally develop and configure by using the agency's existing developers.

Benefits to the Agency

- *System utilizes modern technologies that support a service-oriented architecture with a built-in redundancy and a reduction in points of failure for hardware/software infrastructure.*
- *Automatically links related information threads from across our entire system for any user to perform their work functions.*
- *Elimination of redundant data entry.*
- *Business rule driven as opposed to user knowledge driven.*
- *Fewer data entry errors as the system is rule driven instead of user knowledge driven.*
- *Less training for employees.*
- *Automate process for drivers with no DL (automates the set up process).*
- *Faster and more efficient handling of error logs, by moving them to a real time error queue instead of having logs printed and then handled the next day.*
- *Ability to redact fields in documents as needed based on business rules, such as confidential DPPA information located in collision reports, or confidential information located in an open records response, etc.*

Oklahoma Senate Committee on Appropriations

2014-15 Performance Report

Department of Public Safety #585

- *Version control which means if a rule is implemented and unforeseen consequences occur it is a simple process to roll back to the previous version.*
- *Access to data: Driver 360 will provide a data warehouse framework that allows DPS employees to run ad hoc reports and access statistical data.*
- *Reduction of up to 50% on data entry for all CDL, CMV/HAZMAT out of state convictions by directly posting a conviction to the CDLIS system. This could be replicated for Driver Compliance out of state suspensions and withdrawals. This will help DPS to have data that is more timely, accurate and complete.*
- *More efficiency and speed of data entry with the use of graphical user interface (GUI). Users will not have to make judgment calls, but rather the process will be driven by the business rules. The system will show/hide screens as needed, resulting in increased efficiency and a reduction of training time.*
- *Visible audit trail that allows users to quickly see what was done and why it was done. When this feature is combined with the scanned documentation it reduces steps in many different processes and can be done without the need to go to IT.*
- *Front-end address validation*
 - *Reducing fraudulent applications by auto checking at entry point.*
 - *Reduction in undeliverable mail.*
 - *Time Savings*
 - *Cost Savings*
- *Implementation of Legislative changes are made through business rules instead of program changes and substantially reduces state time and increases accuracy and efficiency.*
- *Provides better tools to aid in the writing of impact statements. Using real data that is an exact replica of our production system, while safely preserving data.*
 - *This will allow DPS to see how it would affect the system and the impact on the divisions (i.e., staffing needs, funding and the possibility to meet time lines, etc.)*
 - *The system also easily turns the data into graphs or pie charts for quick, reliable understanding of data.*
- *Divisions will have workflow charts so SMEs (subject matter experts) can see how a rule or procedure change will affect the system or the process, resulting in more accurate and effective rules and less adverse effect and unintended consequences as a result of a rule change.*
- *Ability to create workflows which should help DPS to work faster/smarter with less keystrokes and less paper trails.*

Oklahoma Senate Committee on Appropriations

2014-15 Performance Report

- *Automation of correspondence and written communication*
 - *Implied Consent process will have greater efficiency, reduction of errors, and a reduction in the timeliness. This covers from receipt of information to the setting of the hearing date.*
- *Ability to close all air-gaps and create more efficient work flows (examples)*
 - *Amendment of Court Abstract /hand off to Driver Compliance for processing sanctions.*
 - *New system- after Records Management handles the abstract, Driver Compliance processes would be done automatically by the Business Rules Engine.*
 - *The system will automatically perform AAMVA, CDLIS checks at the end of a new driver set-up. This will eliminate the need for employees to go into 2 different mainframe programs to run these checks.*
 - *Does away with Driver Compliance and Legal/Implied Consent having to manually hold documents and recheck Driver Index or wait for correspondence to be received before they take the next action. The system would put it in hold status and, based on an action, later remove or send the letter based on the rule in place for that letter/action.*
- *Ability for Division Directors/Troop Commanders and or SME's to run stats or create reports without the assistance of IT.*
- *Near real time processing: The proposed system will provide secure near real time processing and access to data based on defined business rules in receiving and sending data from internal and external entities. This would mean information and transaction outputs would be available as soon as the transaction has been completed.*
- *Provides a case management module and a workflow module. Combining these modules will create a streamlined process anywhere the agency uses it.*
 - *Implied Consent will have a 360 degree view of their cases.*
 - *This will allow anyone that has the authorized access to see where a case is in the system.*
 - *Medical Desk could interface with on-site and offsite Hearing Officers.*

Benefits to the Public

- *Ability for the public to resolve their problems online.*
 - *Online reinstatement fees*
 - *The public could receive their reinstatement instantly without DPS human interface.*
 - *Log in and view Letters of outstanding issues, no need to call or come in to DPS.*
 - *Update their address (currently it is only semi- automated.)*

Oklahoma Senate Committee on Appropriations

2014-15 Performance Report

Department of Public Safety #585

- *Ability to offer online services such as online applications or online renewals/replacements.*
- *Process time could be reduced by use of online services.*
- *Wait times could be reduced. One of the ways this would happen would be if we implemented the ability to start a DL Application from the internet.*
- *The system will monitor and identify “bottle necking” and why something is taking longer in a specific area. This will assist in increasing productivity and in providing better assistance to the public.*
- *Web-enabled: This will allow for outside stake holders such as court clerks and the public to interact with the agency via the web and web services.*
- *Allow DPS to view all previous versions of MVRs which have been purchased allowing us to assist the public more efficiently.*
- *Implied Consent will have a 360 degree view of their cases (all information will be available through 1 screen) and will aid in a faster response to the public in reference to their case.*
 - *This will allow us to have a public help desk with a numbering system (1-stop) to answer questions if we chose to do so in the future with adequate staffing.*

Update – DPS, collaborating with OK.GOV, implemented an online appointment system for driver license testing, Inline Online, going live in the Spring of 2013. This incorporates a queuing system to further enhance this online appointment system and will also help the applicants who choose not to make an appointment. It should streamline the people-flow at the DPS exam offices. The pilot program is complete, and effective January 1, 2016 a \$3.75 convenience fee will be assessed. This will allow for the state-wide expansion of the system, targeted to begin in February 2016. In the summer of 2016, the project should be completed in 31 of the 35 DPS testing sites.

What steps has the agency taken to cut costs and/or eliminate waste? Are there efforts that have been successful which you believe could serve as a model for other state agencies seeking to keep costs minimal?

We have consolidated some departments to cut costs and maximize efficiency. One example would be the consolidation of our Driver Compliance Division with our Legal Department. This has increased the number of hearings facilitated by the Department of Public Safety.

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CORE MISSION:

What services are you required to provide which are outside of your core mission? Are any services you provide duplicated or replicated by another agency? Are there services which are core to your mission which you are unable to perform because of requirements to perform non-core services elsewhere?

None; No; No

PRIVATE ALTERNATIVES:

Are any of the services which are performed by the agency also performed in the private sector in Oklahoma? In other states? Has the agency been approached by any foundation, for-profit or not-for-profit corporation with efforts to privatize some of the functions of the agency?

Please see Modernization Efforts section.