

Meeting Summary

Functional Area:

Credentialing Work Session Issue and Renew :
Driver Training School License
Hauling Permits

Date:

December 20, 2007

Location:

Richmond VA RM 315

Meeting called by: Angela Burrell

Carol Waller

Theo Taylor



Preparation for meeting:

No previous minutes to distribute.

Session Goals and Objectives:

Review and Validation of the following Licensing and Title and Registration products in EA:

- Driver Training School License
- Hauling Permits

Summary:

Completed the following Scenarios :

- Issue Driver Training School License
- Issue Driver Training School Instructor License
- Issue Blanket Hauling Permit
- Issue Single Trip Hauling Permit
- Issue Super load Hauling Permit

Plans for Next Workshop:

Review and Validate the following Licensing products in EA:

- Driver Improvement Clinics
- Exempt Hauling Permits

: Scenario Report with Requirements

Package: Issue Driver Training School License

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| Detail: | |
| Use Case Name: | Issue Driver Training Instructor License |
| Status: | |
| Author: | Credential Team |
| Created on: | 12/19/2007 |
| Modified on: | 12/20/2007 |
| Notes: | <p>Licenses issued to Driver Training Instructor as regulated by statute 46.2-1700-1707 and VA Administrative Code 24VAC20-120-10 thru 180. (changes in Jan) Class A provides occupational instruction for any person driving in excess of 20,000 pounds exclusive of a load. Class B provides instruction for passenger vehicles.</p> <p>Basic Flow:</p> <ul style="list-style-type: none"> -Driver Training Instructor Applicant requests application from CLWC or online -Driver Training Instructor Applicant submits application and supporting documents to CLWC via mail See Alternate Supporting Documents -CLWC evaluates application See Alternate application denied -CLWC Rep creates customer in the Driver Training School (DTS) database via Secure Apps -CLWC Rep enters nonrefundable DTS License fee (\$50) into DTS database -CLWC Rep enters DTS License fee into CSS -CLWC assigns Instructor License Number -CLWC Rep updates DTS Database with instructor license number -CLWC sends Letter of DTS Instructor Approval to instructor (PC generated letter) -DTS Instructor Applicant takes letter to a CSC for processing (Process change coming by Feb, to allow HQ to issue DTS Instructor License via DLCI) -CSC issues Instructor License based on information in letter -CLWC files application and supporting documents <p>Alternate Supporting Documents</p> <ul style="list-style-type: none"> -College Transcript showing completion of Introduction to Driver Ed; Driver Task Analysis, Instructional Principle of Teaching Driver Education or similar courses approved by the Dept of Education -In lieu of above requirements, can provide a Teachers License with driver education endorsement (statute allows State Police with 20 yrs of service in good standing for instructor qualification) -Criminal background check (state police and national background check) acquired by customer -Driving Record -High school diploma <p>Alternate application denied</p> <ul style="list-style-type: none"> -CLWC generates letter of denial within 30 days with reasons for denial -CLWC Rep returns application along with letter to instructor applicant -Applicant can request a hearing to discuss reasons for denial <p>Future:</p> |

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| | <ul style="list-style-type: none"> -Electronic process for application and supporting documents provided technology is available to detect fraud (any alterations to the document) -Workflow approval -Provide electronic renewal of DTS instructor license without resubmitting the same information if there are no changes, provide capability to submit changes during licensing period. <p>Process Improvement:</p> <ul style="list-style-type: none"> - Provide capability to issue Driver Training Certificate to the student (temporary) and electronically transmit completion information to DMV to issue the permanent license -DTS database needs to interface with CSS to populate customer information from CSS and add customer to CSS monitoring system. |
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Linked Requirements:

Name: DMV shall issue licenses issued to Driver Training School instructors as regulated by statute 46.2-1700-1707 and VA Administrative Code 24VAC20-120-10 thru 180.

Notes:

Name: Driver Training School shall be located in Virginia as regulated by 46.2-1701.2, 24VAC20-120-30

Notes:

Name: System shall assign Instructor License Number

Notes:

Name: System shall calculate DTS license fee

Notes:

Name: System shall generate a Letter of Instructor License Approval for DTS license.

Notes:

Name: System shall generate Letter of DTS License Denial within 30 days of receipt of application if application is denied

Notes:

Name: System shall provide capability to submit changes during licensing period

Notes:

Name: System shall provide electronic renewal of DTS license without resubmitting the same information if there are no changes.

Notes:

Name: System shall provide electronic transmittal of application and supporting documents provided technology is available to detect fraud (any alterations to the document)

Notes:

Name: System shall provide workflow approval for DTS licensing

Notes:

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| Use Case Name: | Issue Driver Training School License (company) | | |
| Status: | Identified | | |
| Author: | Credential Team | | |
| Created on: | 12/19/2007 | Modified on: | 12/20/2007 |
| Notes: | Licenses issued to Driver Training Schools as regulated by statute 46.2-1700-1707 and VA Administrative Code 24VAC20-120-10 thru 180. (changes in Jan) Class A provides occupational training for any vehicle in excess of 20,000 pounds exclusive of a load. | | |

Class B provides training for passenger vehicles.

Basic Flow:

- Driver Training School requests application from CLWC or online
- Driver Training School submits application and supporting documents to CLWC via mail
- See Alternate Supporting Documents
- CLWC evaluates application
- See Alternate application denied
- CLWC Rep creates customer in the Driver Training School (DTS) database via Secure Apps
- CLWC Rep enters nonrefundable DTS License fee (\$100) into DTS database
- CLWC Rep enters DTS License fee into CSS
- CLWC notifies CSMA of eligible applicant
- CSMA verifies information on DTS database
- CSMA conducts the site inspection (talk to DLQA rep)
- CSMA submits site inspection report in DTS database to CLWC
- CSMA submits supporting inspection document to CLWC
- CLWC updates DTS Database with inspection results
- CLWC assigns school license number and school code
- CLWC Rep updates DTS Database with school license number and school code
- CLWC notifies SSG to add license number and DTC A and B (package of certificates with serial numbers) certificate issued to the school to enter into system (CSS)
- CLWC sends letter of approval to company (PC generated letter)
- CLWC notifies DLQA to conduct onsite training and deliver training forms and certificates to company
- DTS signs and returns Confirmation of Receipt (PC generated form in CLWC)
- CLWC enters receipt of Confirmation into DTS database in comment section of record
- CLWC files application and Confirmation of Receipt

Alternate Supporting Documents

Evidence of vehicle insurance

Criminal background check (state police and national background check) acquired by customer

Surety bond - for Class A \$100,000, for Class B \$500,000

Copy of student contract

Copy of curriculum (for Class A schools)

Proof of business office location in Virginia

Alternate application denied

- CLWC generates letter of denial within 30 days with reasons for denial
- CLWC Rep returns application along with letter to company
- Company can request a hearing to discuss reasons for denial

Future:

- Electronic process for application and supporting documents provided technology is available to detect fraud (any alterations to the document)
- Workflow approval
- Provide electronic renewal of DTS license without resubmitting the same information if there are no changes, provide capability to submit changes during licensing period.

Process Improvement:

- Provide capability to issue Driver Training Certificate to the student (temporary)

and electronically transmit completion information to DMV to issue the permanent license
-DTS database needs to interface with CSS to monitor vehicle insurance events within current Insurance Monitoring process for cancellations and changes.

Linked Requirements:

Name: DLQA Rep shall perform site inspections prior to DTS license issuance.

Notes:

Name: DLQA shall conduct onsite training after DTS license has been approved.

Notes:

Name: DMV shall issue licenses issued to Driver Training Schools as regulated by statute 46.2-1700-1707 and VA Administrative Code 24VAC20-120-10 thru 180.

Notes:

Name: Driver Training School shall be located in Virginia as regulated by 46.2-1701.2, 24VAC20-120-30

Notes:

Name: System shall calculate DTS license fee

Notes:

Name: System shall generate a Letter of School License Approval for DTS license.

Notes:

Name: System shall generate Confirmation of Receipt based on DTS information on file

Notes:

Name: System shall generate Letter of DTS License Denial within 30 days of receipt of application if application is denied

Notes:

Name: System shall issue school license number and school code for DTS license

Notes:

Name: System shall provide capability to submit changes during licensing period

Notes:

Name: System shall provide electronic renewal of DTS license without resubmitting the same information if there are no changes.

Notes:

Name: System shall provide electronic transmittal of application and supporting documents provided technology is available to detect fraud (any alterations to the document)

Notes:

Name: System shall provide workflow approval for DTS licensing

Notes:

Scenario Report with Requirements

Package: Issue Hauling Permit

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|----------------|---|
| Detail: | |
| Use Case Name: | Issue Blanket Hauling Permit |
| Status: | Identified |
| Author: | Credential Team |
| Created on: | 12/19/2007 |
| Modified on: | 12/20/2007 |
| Notes: | <p>A Blanket Hauling Permit allows frequent movements within a specific time frame (up 3 months to 2 years) on designated or all unrestricted routes, or both, unless posted otherwise in VA.</p> <p>Basic Flow:</p> <ul style="list-style-type: none"> -Customer submits application either online, fax, walk in -System adds application to a queue based completed application submission -System adds online application information from customer or HP Tech entry -HP Tech compares the configurations and weights to make sure customer can travel on requested route <p>See Alternate Superload Blanket Limitation Restriction</p> <ul style="list-style-type: none"> -HP Tech authorizes issuance of Hauling Permit pending payment -System calculates basic HP fee (see VAHPS fee chart) -System calculates additional prorated fees if required -Customer submits payment either online -HP Tech prints Hauling Permit -HP Tech stamps official seal on Blanket Permit (red stamp) -HP Tech mails permit to customer or Customer pick up -HP Tech files applications for walk-in customer -HP Supervisor/designated HP Tech reconciles funds the next day (Business Intelligence) <p>Alternate Superload Blanket Limitation Restriction</p> <ul style="list-style-type: none"> -Customer weights do not meet route criteria -HP Tech denies application if processed online -Customer accesses account online -System displays route denial and reason -Customer enters lower weight (reduces load) or applies for single trip -Customer resubmits application <p>Future:</p> <p>Add automated routing system to VAHPS processing (current DMV project)</p> |

Linked Requirements:

Name: DMV shall issue a Hauling Permit as required by statute 46.2-1139.

Notes:

Name: Customer shall submit Hauling Permit application either online, phone, walk in

Notes:

Name: Hauling Permit Tech shall compare the configurations and weights to make sure customer can travel on requested route

Notes:

Name: Hauling Permits may be issued to vehicles that cannot be registered in VA due to statutory size or

weight limitations**Notes:****Name: System shall calculate Hauling Permit fees****Notes:**

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| Use Case Name: | Issue Exempt Hauling Permit - pending til next meeting | | |
| Status: | Identified | | |
| Author: | Credential Team | | |
| Created on: | 12/19/2007 | Modified on: | 12/20/2007 |
| Notes: | | | |
| Linked Requirements: | | | |

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| Use Case Name: | Issue Single Trip Hauling Permit | | |
| Status: | Identified | | |
| Author: | Credential Team | | |
| Created on: | 12/19/2007 | Modified on: | 12/19/2007 |
| Notes: | <p>A routine single trip Hauling Permit is issued to cover one movement between two specific points within a 13- day period. DMV shall issue a Hauling Permit as required by statute 46.2-1139.</p> <p>Basic Flow:</p> <ul style="list-style-type: none"> -Customer submits application either online, phone, walk in -System adds application to a que based completed application submission -System adds online application information from customer entry -Hauling Permit Technician (HP Tech) enters information as customer relays it, if application is done via phone (talks to HP Tech, not voice response system) -HP Tech compares the configurations and weights to make sure customer can travel on requested route -HP tech researches required weights, heights, widths, and lengths for structures on desired route using available maps from VDOT, ADC map books, etc... <p>See Alternate Failed Route</p> <ul style="list-style-type: none"> -HP Tech authorizes issuance of Hauling Permit pending payment -System calculates basic HP fee (see VAHPS fee chart) -HP Tech calculates additional fees if required -Customer submits payment either online or via phone -Customer prints HP if processed online -HP Tech initiates fax of permit if processed via phone (fax server) -HP Tech files applications for walk-in customer (minimal) -HP Supervisor/designated HP Tech reconciles funds the next day (Business Intelligence) <p>Alternate Failed Route</p> <ul style="list-style-type: none"> -Customer configurations do not match route criteria -HP Tech asks customer for alternate route if processing via phone or walk in -HP Tech denies application if processed online -Customer accesses account online -System displays route denial and reason -Customer enters alternate route -Customer resubmits application <p>Future:</p> <p>Add automated routing system to VAHPS processing (current DMV project)</p> | | |

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| Linked Requirements: |
| Name: DMV shall issue a Hauling Permit as required by statute 46.2-1139. |
| Notes: |
| Name: Customer shall submit Hauling Permit application either online, phone, walk in |
| Notes: |
| Name: Hauling Permit Tech shall compare the configurations and weights to make sure customer can travel on requested route |
| Notes: |
| Name: Hauling Permits may be issued to vehicles that cannot be registered in VA due to statutory size or weight limitations |
| Notes: |
| Name: Single Trip Hauling Permits shall be issued for 13 days |
| Notes: |
| Name: System shall calculate Hauling Permit fees |
| Notes: |

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|-----------------------|---|---------------------|------------|
| Use Case Name: | Issue Superload Hauling Permit | | |
| Status: | Identified | | |
| Author: | Credential Team | | |
| Created on: | 12/19/2007 | Modified on: | 12/19/2007 |
| Notes: | <p>A Superload Hauling Permit is issued to cover one movement between two specific points within a 1-13 day period. DMV shall issue a Hauling Permit as required by statute 46.2-1139.</p> <p>Basic Flow:</p> <ul style="list-style-type: none"> -Customer submits application either online, fax, walk in -System adds application to a que based completed application submission -System adds online application information from customer entry -HP Tech compares the configurations and weights to make sure customer can travel on requested route -HP tech researches required weights, heights, widths, and lengths for structures on desired route using available maps from VDOT, ADC map books, etc... and identifies all structures to be crossed See Alternate Failed Route See Alternate Overweight See Alternate VDOT Denies -HP Tech authorizes issuance of Hauling Permit pending payment -System calculates basic HP fee (see VAHPS fee chart) -System/HP Tech calculates additional fees -Customer submits payment online -Customer prints HP if processed online -HP Tech initiates fax of permit if processed via phone (fax server) -HP Tech files applications for walk-in or fax customer (minimal) -HP Supervisor/designated HP Tech reconciles funds the next day (Business Intelligence) <p>Alternate Failed Route</p> <ul style="list-style-type: none"> -Customer configurations do not match route criteria -HP Tech asks customer for alternate route if processing via phone or walk in | | |

-HP Tech denies application if processed online
-Customer accesses account online
-System displays route denial and reason
-Customer enters alternate route
-Customer resubmits application

Alternate Overweight
-Customer weights are over the weight limitations for structures (bidges, box culverts, pipes, etc..) on route
-HP Tech sends application data to Virginia Dept of Transportation (VDOT) Structure and Bridge Division, based on weight requirements set by VDOT
-VDOT conducts required engineering analysis
-VDOT approves or denies permit

Alternate VDOT Denies
-VDOT denies HP
-VDOT sends email to HP work center with denial information
-HP Tech notifies the customer of failure
-Customer submits alternate route or requests in depth analysis from VDOT
See Basic Flow

Future:
Add automated routing system to VAHPS processing (current DMV project)

Linked Requirements:

Name: DMV shall issue a Hauling Permit as required by statute 46.2-1139.

Notes:

Name: Customer shall submit Hauling Permit application either online, phone, walk in

Notes:

Name: Hauling Permit Tech shall compare the configurations and weights to make sure customer can travel on requested route

Notes:

Name: Hauling Permits may be issued to vehicles that cannot be registered in VA due to statutory size or weight limitations

Notes:

Name: Single Trip Hauling Permits shall be issued for 13 days

Notes:

Name: System shall calculate Hauling Permit fees

Notes: