

PROCESS IMPROVEMENTS

UPDATED DECEMBER 2025



Compliance & Investigation Program evaluated case and schedule management processes, developed time and task saving procedures based on their evaluation, and implemented the procedures to enhance staff efficiency and effectiveness.



Procurement Services Program issued a contract to McGeem Hearne & Paiz, LLP, for an annual Financial and Compliance Report, including the Schedule of Expenditures of Federal Awards and related reports.



The self-service portal of Driver Services' new MAX system, oneWYO, securely offers many online self-service options, including driver's license renewals, driver compliance management, driving record orders, driving test scheduling, and more resulting in shorter lines at Driver Services offices.



IT provided critical technical support for outside resources engaged by the Financial Services Program to implement features supporting key business processes while also collaborating with the Budget Program to deploy new functionality meeting federal billing requirements.

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Highway Development Program started transitioning to a new Computer-Aided Design and Drafting (CADD) software to improve production times among other benefits.



Project Development Section implemented collaboration software that allows other programs to comment electronically on plan issuances.



Mailing Services Section implemented the PitneyShip Pro software to facilitate remote shipping and label creation and to compare shipping rates from all carriers for cost and time savings.