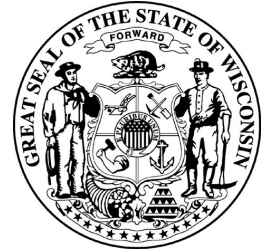# WI Driver Report of Crash Form

Background

The Wisconsin Driver (Self) Report of Crash (MV4002) forms were submitted on paper using a 20+ years old form and process. This resulted in a multi-step, manual process to record the reports in the crash reporting system.

Problem Statement

The process of sorting, reviewing, mailing and keying in scanned Wisconsin Driver Report of crash forms took 8 hours of 2.7 FTE per day to process (about 2,000 staff hours per year). In 2016, 26% (3,027/11,598) of all self-reports were sent back to clients due to errors or omissions. Lead time for single victim crashes took an average of 60 days to complete from acceptance to completion. Converting the paper form to an electronic version will improve reponse time to consumers, reduce processing time and reduce operating costs.

Outcome

The Wisconsin Driver Report of Crash (MV4002) form was converted to an electronic (DT4002) form with an automated workflow, allowing for immediate transmission to WisDOT and confirmation to the customer. Public users gained the ability to submit crash reports from personal computers and mobile devices. Lead time for single victim crashes was reduced by 98% (from 60 days to 1 day) and eliminated delays caused by mailing. Programming required fields, system edits and validations into the electronic solution reduced follow up calls/mailings and eliminated incomplete forms that needed to be returned. Eliminating returned paper forms reduced supply and mailing costs and staff hours. Not only was processing time reduced but the process was error-proofed for all errors except in the case of consumers submitting the wrong type of crash. Errors, quantified as defects per unit (DPU), were reduced by 85% (from 0.26 DPU to 0.04 DPU).

Results

Metric Name	Before	After	Improvement	% Improved
Annual hours required	2,000	750	1,250	62
Annual current cost in dollars	$2,270	$374	$1,896	84
Annual future cost in dollars				
Number of steps in process				
Average process lead time in days	60.0	1.0	59.0	98
Percentage who are satisfied				

Cost to implement: $ 0   One-time cost savings: $0

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