OS/OW Permit Unit Telecommuting
Can I work from home?
Primary Duties of Unit

• Issue accurate OSOW permits in a timely fashion
• Maintain components within permit system
• Provide exceptional customer service and assistance via:
  ➢ Telephone
  ➢ Chat
  ➢ Face to face contact with walk-up customers
• Carry your share of the workload
Rewarding Employees

- COLA Increase the past two years (1%)
- Pay for performance funded past three years (.8%)
- Current hiring freeze
- Pay freeze & in grade salary increase prohibition (NO COLA; Performance pay in doubt)
- Base building awards hard to come by
- Constitutional “gift” prohibition
Available Tools

Web based permit system (COOPR)
# Available Tools

## CDOT Live Chat Administrator

### Support users on line

<table>
<thead>
<tr>
<th>Support Name</th>
<th>Duration</th>
<th>Session Count</th>
<th>Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thomas Dangerfield</td>
<td>00:02:51</td>
<td>0</td>
<td>true</td>
</tr>
<tr>
<td>Myles Alexander</td>
<td>00:29:19</td>
<td>0</td>
<td>true</td>
</tr>
<tr>
<td>Craig Smith</td>
<td>01:06:30</td>
<td>1</td>
<td>true</td>
</tr>
<tr>
<td>Roberto Medina</td>
<td>02:51:35</td>
<td>0</td>
<td>true</td>
</tr>
<tr>
<td>Kimberly Johnston</td>
<td>03:58:00</td>
<td>0</td>
<td>true</td>
</tr>
<tr>
<td>Katrina Williams</td>
<td>04:08:05</td>
<td>0</td>
<td>true</td>
</tr>
</tbody>
</table>

### Chat sessions waiting

<table>
<thead>
<tr>
<th>Session ID</th>
<th>Customer Name</th>
<th>Company</th>
<th>Status</th>
<th>Start Time</th>
<th>Screen Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

No sessions waiting.

### Current Chats

<table>
<thead>
<tr>
<th>Session ID</th>
<th>Customer Name</th>
<th>Company</th>
<th>Support</th>
<th>Start Time</th>
<th>View Chat</th>
</tr>
</thead>
<tbody>
<tr>
<td>3760</td>
<td>Amber</td>
<td>HUGOE TRUCKING INC</td>
<td>Craig Smith</td>
<td>02/23/16 8:00 A</td>
<td>View Chat (3760)</td>
</tr>
<tr>
<td>3763</td>
<td>Jordan</td>
<td>ARKINS PARK STONE</td>
<td>Craig Smith</td>
<td>02/23/16 10:53 A</td>
<td>View Chat (3763)</td>
</tr>
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</table>

### Today’s Chats

<table>
<thead>
<tr>
<th>Session ID</th>
<th>Customer Name</th>
<th>Company</th>
<th>Support</th>
<th>Start</th>
<th>End</th>
<th>View Chat</th>
</tr>
</thead>
<tbody>
<tr>
<td>3765</td>
<td>Jose Contreras</td>
<td>JC LAWN CARE SERVICES LLC</td>
<td>Thomas Dangerfield</td>
<td>02/23/16 10:41 A</td>
<td>02/23/16 10:45 A</td>
<td>View Chat (3765)</td>
</tr>
<tr>
<td>3764</td>
<td>Myron Fergie</td>
<td>AULICK LEASING CORPORATION</td>
<td>Katrina Williams</td>
<td>02/23/16 10:14 A</td>
<td>02/23/16 10:21 A</td>
<td>View Chat (3764)</td>
</tr>
<tr>
<td>3763</td>
<td>Lovenia</td>
<td>TRAX CONSTRUCTION INC</td>
<td>Katrina Williams</td>
<td>02/23/16 10:30 A</td>
<td>02/23/16 10:37 A</td>
<td>View Chat (3763)</td>
</tr>
<tr>
<td>3762</td>
<td>Victoria</td>
<td>MILE HI FOODS CO</td>
<td>Craig Smith</td>
<td>02/23/16 9:19 A</td>
<td>02/23/16 9:23 A</td>
<td>View Chat (3762)</td>
</tr>
<tr>
<td>3761</td>
<td>KAREN</td>
<td>FORSTROM LLC</td>
<td>Thomas Dangerfield</td>
<td>02/23/16 8:50 A</td>
<td>02/23/16 9:23 A</td>
<td>View Chat (3761)</td>
</tr>
</tbody>
</table>
Available Tools
Available Tools

CDOT Dashboard

Find: Company ▼ [ ] Advanced...

Create New: Permit ▼ Company ▼ CDOT User

Permit Queue

Find Permit in Queue: [ ] Find

- Medina, R - 7
- Williams, K - 8
- Annual - 14
- Bridge Study - 2

Company

- KINCH/BROTHERS LLC
  PermitID: 1036528
  Type: Chapter 8 Special
  Status: Bridge study
  Submitted: 2/8/2018 2:44 PM
  Agent: Medina
  Process: RO...

- GLOBAL SPECIALIZED SERVICES LLC
  PermitID: 1039524
  Type: Chapter 8 Special
  Status: Bridge study
  Submitted: 2/23/2018 10:19 AM
  Agent: Smith
  Process: RO...

- Internal Pending - 1

Company

- NIZHONI HOMES INC
  PermitID: 1059451
  Type: Annual OS
  Status: Internal pending
  Submitted: 2/23/2016
  Agent: Johnston
  Process: RO...

- WIP - 2

Process Next ▶

Statistics

- Get Statistics
- 3 Insurance Records Pending

Messages

- 2/16/2018: ROCKFALL CLOSURE: I-70 from Glenwood Springs to Gypsum is closed both directions due to a rock fall. There is no estimate on when the road will be re-opened. Please submit an amend request on any permits that are in need of a re-route due to this closure.
- 12/17/2015: EFFECTIVE IMMEDIATELY: No loads over 80,000lbs GVW, 20,000lbs on a single axle and 30,000lbs on a tandem group are allowed on I-70 from MP 299 to MP 4.9 at the I-70 flyover ramp. This structure is now color coded as black. For more information, refer to our Restriction Report or go to the new Bridge Weight Limit Map at: [link]

Available Tools

• Most recent departmental computer rollout eliminated desktop computers. LAPTOPS
  ➢ VPN

• Stopped accepting faxed applications
  7/1/2015
Available Tools

VoIP Phone Routing System w/ Headsets

Avaya

Avaya one-X® Agent
Version 2.5
Voice System name: CallCenter - BCMS SKILL REPORT

Date: 4:58 pm FRI SEP 25, 2015
Acceptable Service Level: 20

<table>
<thead>
<tr>
<th>DAY</th>
<th>ACD CALLS</th>
<th>AVG SPEED</th>
<th>ABAND CALLS</th>
<th>AVG ABAND TIME</th>
<th>AVG TALK TIME</th>
<th>TOTAL AFTER CALL</th>
<th>FLOW IN</th>
<th>FLOW OUT</th>
<th>TOTAL AUX/ OTHER STAFF</th>
<th>AVG SERV</th>
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</thead>
<tbody>
<tr>
<td>9/19/15</td>
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<td>0:00</td>
<td>0</td>
<td>0</td>
<td>0:00</td>
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<tr>
<td>9/21/15</td>
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<td>14</td>
<td>3:26</td>
<td>3:22</td>
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<td>46</td>
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<tr>
<td>9/22/15</td>
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<td>0:17</td>
<td>3</td>
<td>0:07</td>
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<td>29</td>
<td>1890:00</td>
<td>2.6</td>
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<tr>
<td>9/23/15</td>
<td>73</td>
<td>0:12</td>
<td>4</td>
<td>0:13</td>
<td>3:07</td>
<td>0:00</td>
<td>0</td>
<td>27</td>
<td>2031:01</td>
<td>2.5</td>
</tr>
<tr>
<td>9/24/15</td>
<td>83</td>
<td>0:18</td>
<td>4</td>
<td>1:26</td>
<td>2:41</td>
<td>0:00</td>
<td>0</td>
<td>24</td>
<td>1107:04</td>
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<tr>
<td>9/25/15</td>
<td>66</td>
<td>0:15</td>
<td>2</td>
<td>1:22</td>
<td>2:27</td>
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<td>17</td>
<td>1097:01</td>
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<tr>
<td>SUMMARY</td>
<td>394</td>
<td>0:29</td>
<td>27</td>
<td>2:08</td>
<td>2:57</td>
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<td>0</td>
<td>143</td>
<td>7965:25</td>
<td>1.6</td>
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</table>
Primary Duties of Unit

• Issue accurate OSOW permits in a timely fashion
• Maintain components within permit system
• Provide exceptional customer service and assistance via:
  ➢ Telephone
  ➢ Chat
  ➢ Face to face contact with walk-up customers
• Carry your share of the workload
Permit Office policy for working from home status. All of the following criteria must be maintained by the employee in order to remain eligible for working from home status:

- Permit Writer must be either a Tech III or IV Permit Writer classification.
- Working from home hours will be from 7:30AM to 4:30PM Monday through Friday with lunch from 12:30PM to 1:30PM and breaks from 9:45AM to 10:00AM and 2:45PM to 3:00PM.
- Only one Permit Writer may be working from home at a time.
- If any annual or sick leave is needed during the scheduled working from home time, the Permit Writer must use appropriate leave.
- If the Permit Writer is on annual leave during their scheduled working from home time, they may rotate their schedule with another Permit Writer with the approval of the Permit Office Manager and CVO Manager.
- Any deviation from the expected working from home hours must be communicated with the Permit Office Manager and CVO Manager prior to taking place.
- A Permit Writer scheduled to work from home may be required to come into the office at any time due to unforeseen events, staffing issues, meetings and/or functions. The Permit Writer scheduled to work from home but required to come to the office for the aforementioned events will not be provided additional work from home days to compensate for the day(s) that the employee was required to report to HQ for duty.
- All personnel rules and state policies still apply for the Permit Writer working from home.
- All workman’s compensation and overtime rules still apply for the Permit Writer working from home.
- Internet usage while working from home will not be paid for by the State. The Permit Office Manager has a “hotspot” device which the employee may utilize while working from home.
- The Permit Writer working from home is expected to have all appropriate programs opened and be available for customer contact via chat, phone and email at all times other than scheduled lunch and breaks.
- Permit Writer performance metrics do not change while working from home including but not limited to: average permit turnaround times, incoming phone call totals, incoming chat session totals, customer service support and availability.
- If the overnight forecast calls for snowfall exceeding 3”, employees are to take equipment home in case the unit manager authorizes employees to work from home due to snowfall.
Results thru two full rotations working remote

- **Permits Issued**: Permit production is up 2.2%
- **Weighted Turnaround Times**: Permits are getting out 42.8% quicker
- **Calls Taken**: Remote permit writers are taking 5.6% more calls
- **Chats Taken**: Remote permit writers are taking 3.4% more chats