



COLORADO
Department of
Transportation



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)

**COLORADO**
Department of Transportation



Currently Logged in Users

Name	Type	Login Timestamp	Last Activity
kjohnston	Agency User	2/23/2016 8:28:05 AM	2/23/2016 12:15:45 PM
johnsoncd	Agency User	2/23/2016 8:30:21 AM	2/23/2016 12:17:27 PM
hvymtlwicks	Customer	2/23/2016 9:50:46 AM	2/23/2016 12:27:23 PM
malexander	Agency User	2/23/2016 10:03:14 AM	2/23/2016 12:19:39 PM
tdangerfield	Agency User	2/23/2016 10:08:33 AM	2/23/2016 12:25:07 PM
rachellerhea	Customer	2/23/2016 10:09:55 AM	2/23/2016 12:22:10 PM
medinaro	Agency User	2/23/2016 11:25:50 AM	2/23/2016 12:18:28 PM
smithcr	Agency User	2/23/2016 11:27:59 AM	2/23/2016 12:28:21 PM



Available Tools

<https://cdotprod01.gov/OnlineChatAdmin.aspx>

CDOT Live Chat Administrator

Support users on line

Support Name	Duration	Session Count	Available
Thomas Dangerfield	00:02:51	0	true
Myles Alexander	00:29:19	0	true
Craig Smith	01:06:39	1	true
Roberto Medina	02:51:35	0	true
Kimberly Johnston	03:58:00	0	true
Katrina Williams	04:09:05	0	true

Chat sessions waiting

Session ID	Customer Name	Company	Status	Start Time	Screen Name
No sessions waiting.					

Current Chats


Session ID	Customer Name	Company	Support	Start	View Chat
3760	Amber	HUGOE TRUCKING INC	Craig Smith	02/23/16 8:00 A	View Chat (3760)
3766	Jordan	ARKINS PARK STONE	Craig Smith	02/23/16 10:53 A	View Chat (3766)



Today's Chats

Session ID	Customer Name	Company	Support	Start	End	View Chat
3765	Jose Contreras	JC LAWN CARE SERVICES LLC	Thomas Dangerfield	02/23/16 10:41 A	02/23/16 10:45 A	View Chat (3765)
3764	Myron Fertig	AULICK LEASING CORPORATION	Katrina Williams	02/23/16 10:30 A	02/23/16 10:37 A	View Chat (3764)
3763	Lovena	TRAX CONSTRUCTION INC	Katrina Williams	02/23/16 10:14 A	02/23/16 10:21 A	View Chat (3763)
3762	Victoria	MILE HI FOODS CO	Craig Smith	02/23/16 9:09 A	02/23/16 9:18 A	View Chat (3762)
3761	KAREN	FORNSTROM LLC	Thomas Dangerfield	02/23/16 8:50 A	02/23/16 9:23 A	View Chat (3761)



Available Tools

**COLORADO**
Department of Transportation



Admin Permit Reports

Run permit reports based on your parameter selections below.

Permit Reports

Report Type:

-- Select Report Type --
-- Select Report Type --
Amend Report by Employee
Amend Report for Employee
Chat Support Report
Commodity Type Report
Deactivated User Report
Eligible Permits Self-Issued
Employee Gap Analysis
Journal Report
Permit Counts by Day
Permit Counts by Type
Permit Turn Around Time
Permits Issued from Route Surveys
Route Survey Report
Self Issue Report
Source Report by Employee
Source Report by Permit Service

Format: ☒ PDF ☐ Excel

☐ Issue Date ☒ Start Date ☐ End Date
☐ Amend Date ☐ Create Date ☐ Approval Date

Start Date:
02/23/2016

End Date:
02/23/2016

Exit

Generate

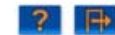


Available Tools



COLORADO

Department of Transportation



- Audit Trail
- Bid Route
- Finance
- Permit Definitions
- Permit Wizard
- Queue Balancing
- Queue Definitions
- Reports
- Correspondence
- Table Maintenance
- Restriction Manager
- Bridge Studies
- Fax Queue
- Insurance
- Enforcement
- Route Surveys
- Fleet LVC Routes
- Alert Processing
- Restriction Reports

Live Chat Login
Live Chat Admin Login
Chats Waiting: 0
Callbacks Waiting: 0

CDOT Dashboard

Find:

Create New: [Permit](#) [Company](#) [CDOT User](#)

Permit Queue

Refresh Queue

Find Permit In Queue:

Medina, R - 7 [Process Next >>](#)

Williams, K - 8 [Process Next >>](#)

Annual - 14 [Process Next >>](#)

Bridge Study - 2 [Process Next >>](#)

Company	PermitID	Type	Status	Submitted	Agent	Process	RO	
KNIGHT BROTHERS LLC	1096528	Chapter 6 Special	Bridge study	2/8/2016 2:44 PM	Medina	Process	RO	...
GLOBAL SPECIALIZED SERVICES LLC	1099524	Chapter 6 Special	Bridge study	2/23/2016 10:19 AM	Smith	Process	RO	...

Internal Pending - 1 [Process Next >>](#)

Company	PermitID	Type	Status	Submitted	Agent	Process	RO	
NIZHONI HOMES INC	1099461	Annual OS	Internal pending	2/23/2016	Johnston	Process	RO	...

WIP - 2 [Process Next >>](#)

Statistics

[Get Statistics](#)

3 Insurance Records Pending

Messages

- **2/16/2016:** ROCKFALL CLOSURE - I-70 from Glenwood Springs to Gypsum is closed both directions due to a rockfall. 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 36,000lbs on a tandem group are allowed on I-270 EB at 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 <https://www.codot.gov/business/permits/truckpermits/documents-1/newmap.pdf>



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





Available Tools

report_list_bcms_split_10_day - Notepad

File Edit Format View Help

Voice System name: CallCenter - BCMS SKILL REPORT

Switch Name: Date: 4:58 pm FRI SEP 25, 2015

Skill: 10

Skill Name: Permits Acceptable Service Level: 20

DAY	ACD CALLS	AVG SPEED ANS	ABAND CALLS	AVG ABAND TIME	AVG TALK TIME	TOTAL AFTER CALL	FLOW IN	FLOW OUT	TOTAL AUX/ OTHER	AVG STAFF	% IN SERV LEVL
9/19/15	0	0:00	0	0:00	0:00	0:00	0	0	0:00	0.0	
9/20/15	0	0:00	0	0:00	0:00	0:00	0	0	0:00	0.0	
9/21/15	95	1:14	14	3:26	3:22	0:00	0	46	1840:19	1.9	42
9/22/15	77	0:17	3	0:07	3:00	0:00	0	29	1890:00	2.6	66
9/23/15	73	0:12	4	0:13	3:07	0:00	0	27	2031:01	2.5	67
9/24/15	83	0:18	4	1:26	2:41	0:00	0	24	1107:04	1.8	69
9/25/15	66	0:15	2	1:22	2:27	0:00	0	17	1097:01	2.3	73
SUMMARY	394	0:29	27	2:08	2:57	0:00	0	143	7965:25	1.6	61



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



Available Tools

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

