

2017 Best Practices Proposal Form



CACUBO
Central Association of College
& University Business Officers

Completed proposals are to be submitted to
Donna Rohlfer, Coordinator, CACUBO Best Practices Awards, rohlfedm@miamioh.edu.
The deadline is May 1, 2017.

Best Practices Program Submission:

Title: Risk management: vehicle driver authorization

Primary* Contact Information:

The primary contact must be a CACUBO member institution of higher education.

Institution: University of Nebraska – Lincoln

Address1: 1931 N Antelope Valley Parkway

Address2:

City: Lincoln State/Prov: NE Zip Code: 68588-0603

Salutation: Prof. Dr. Mr. Mrs. Ms.

First Name: Patrick Middle Name/Initial: Timothy

Last Name: Barrett Suffix (Jr, III, etc.)

Professional Title: Director, Transportation Services

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*Additional team contacts may be listed at the bottom of this form.

Institution Information:

Institution: Research Comprehensive/Doctorate Small Institutions Community College

Year Founded: 1869

Geographical Location: Lincoln, Nebraska

Number of Students: 25,897

Website: unl.edu

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Statement of the Problem:

In the interest of safety, ten years ago the University of Nebraska – Lincoln (UNL) implemented a MVR (Motor Vehicle Record) review and driver approval policy. The “Driving and Motor Vehicle Policy” focuses on a driver’s 36-month driving record and is designed to ensure that all faculty/staff/students using a UNL vehicle on University business have a valid driver’s license and acceptable driving records. With over 5,500 authorized drivers, the time to evaluate and monitor MVRs was consuming an excessive amount of Transportation Services’ staff time. Adding/removing drivers from our KEYOSK self-serve dispatch system (a CACUBO best practice award recipient) is fully automated; however, updating driver records, authorizing dispatch lobby door access, adding driver ID’s to the Voyager fleet charge card system, and managing van driver authorization required significant staff time with little value added.

Identify the Solution (250-words maximum):

In October 2014, UNL switched from a paper based MVR system to an overnight batch process through the Nebraska DMV (Department of Motor Vehicles). Along with the batch process, we improved our Driver Records Management system to automatically send notifications to the building access system to grant/remove Transportation Services lobby door access, and to Voyager to add/remove drivers from their system.

In order to simplify and automate multiple processes, we sought a common denominator that could be utilized with multiple applications and cannot be used for identity theft (social security number or driver’s license number). At UNL all faculty/staff/students are assigned an identification card called an ‘NCard’ that enables UNL building (door) access. Associated with each NCard is an NUID number that is unique to each individual. By adding each driver’s NUID number to their driver record, we were able to completely automate all related processes. Additionally, each driver’s email is linked to their NUID numbers, allowing for various email communications.

Benefits/features

- Improved accuracy with electronic batch upload
- Prompt update for dispatch lobby access
- Real time Voyager driver ID update
- Prompt authorization update after completion of van driver training
- Automated annual drivers agreement email
- Automated courtesy reminder of pending license expiration
- Automated removal of driver authorization for employee/student separation
- Automated out-of-state license requirement email

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Implementation Timeline:

1. May 2007 – implemented an updated driving and motor vehicle policy with scanner to digitize & upload driver record
2. March 2013 - implemented Keyosk dispatch systems, using NCard/NUID to access dispatch lobbies
3. March 2014 during a routine replacement of Voyager cards - we switched from using card specific PIN to driver PIN based on NUID number
4. October 2014 - migrated from paper based MVR upload to overnight electronic batch processing
5. November 2014 - began email courtesy license expiration reminders
6. December 2014 - began batch monthly MVR monitoring of all authorized drivers
7. January 2015 - implemented faculty/staff email notification to out-of-state license holders about the Nebraska license requirement
8. April 2016 - implemented online annual drivers agreement

Benefits & Retrospect:

With the implementation of the Driver and Motor Vehicle policy, our umbrella insurance premiums were reduced. Additionally, several high risk drivers were no longer authorized to drive on University business. With batch processing, the cost for obtaining MVR's changed from a per record charge, to a low flat annual fee. Transportation Services staff time to process and manage driver records was reduced from 20+ hours per week, to approximately 3-4 hours per week, including the courtesy reminders.

If not for UNL's Business and Finance IT unit, we would not have been able to develop a driver record management system, which is second to none and able to easily adapt to new technology while offering additional service.