

# WisDOT Lean Government Initiative Status Update



February 19, 2013

WisDOT Board of Directors



# Lean project results



## **Telecommunications long-term action plan**

Jon Kranz, Deputy Administrator, Division of Business Management

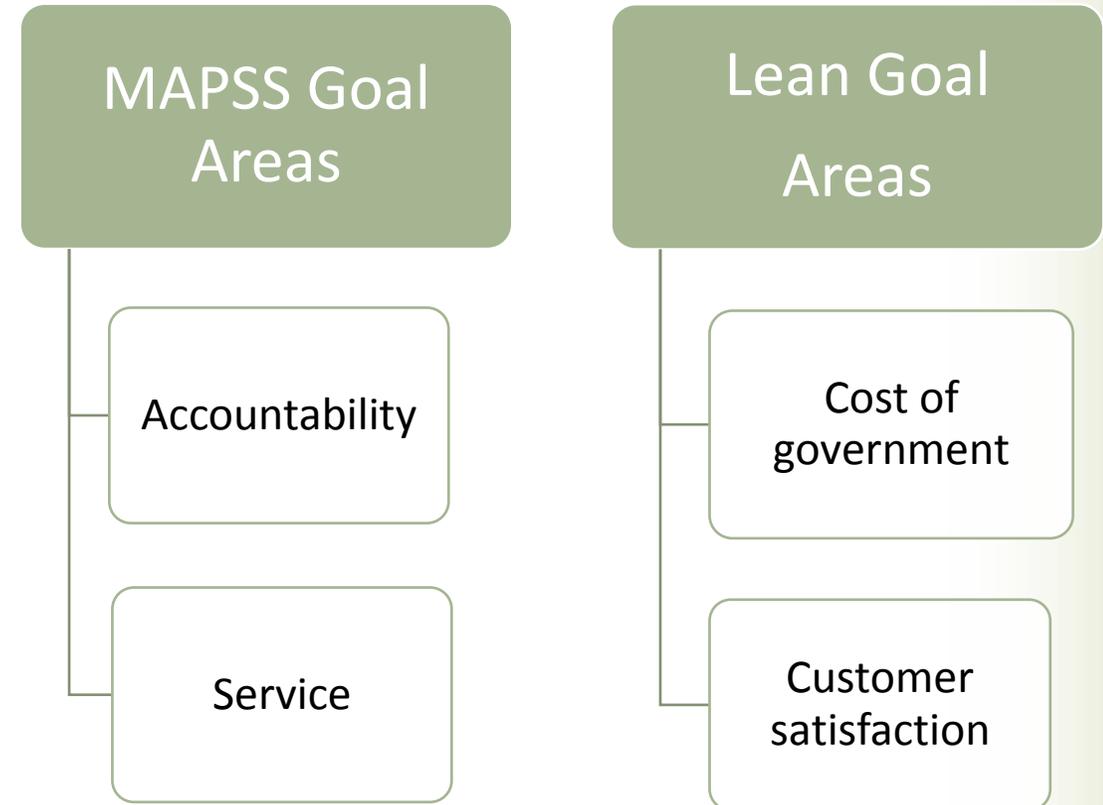
## **Road skills testing availability**

Mark Snider and Kristina Boardman, Division of Motor Vehicles

# Issue and Goals – Telecommunications long-term action plan



- ❧ Current process is decentralized and requires significant staff time
  - ❧ Insufficient and incomplete data
  - ❧ Inefficient and time consuming processes
  - ❧ Inadequate oversight
- ❧ Project goals
  - ❧ Reduce overall agency expense
  - ❧ Centralize management of telecommunications operations
  - ❧ Improve data acquisition and analysis capabilities



# Results and next steps – Telecommunications long-term action plan

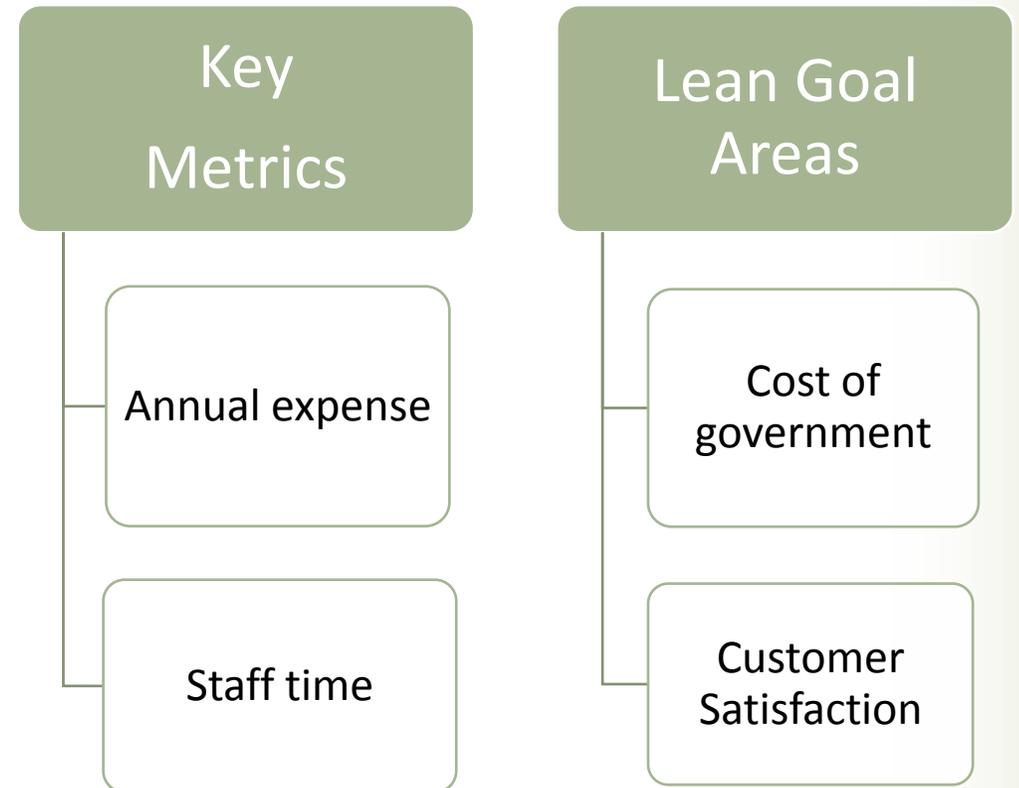


## Results

- Reduced annual expenses by \$811K (18% decrease)
- Department-wide inventory completed
- Centralized database created to replace separate division-maintained system
- Process for maintaining current and accurate information implemented
- Reduced staff assigned to duties from 57 to 26, freeing hours for mission-critical assignments

## Next steps

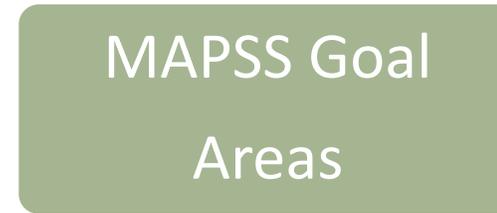
- Partner with DOA in assessing automated telecommunications expense management system



# Issue and Goals – Skills testing availability



- ❧ Current process did not adequately predict future demand for Class D skills tests
  - ❧ Inconvenience for customers
  - ❧ Insufficient data to effectively staff for local skills test demand
- ❧ Project goals
  - ❧ Meet anticipated demand by optimizing staffing patterns
  - ❧ Maximize percentage of customers able to find skills test appointments available at the same location their instruction permit was issued
  - ❧ Establish baseline for future monitoring



# Results and next steps – Skills testing availability

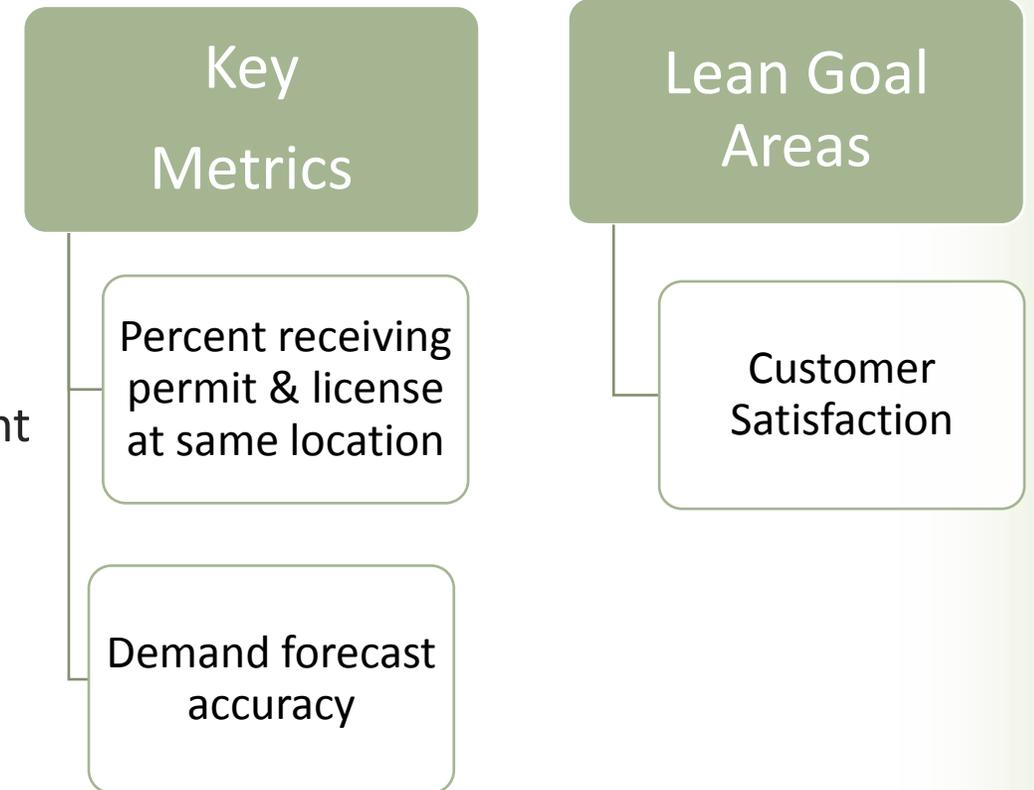


## Results

- Achieved 13.6 percent increase in customers issued permit & license at same location
- Created baseline for measuring future improvement
- Projected demand was within 6.8 percent of tests conducted at the end of 2012
- Improved customer service while maintaining current workforce levels

## Next steps

- Continue to monitor regularly and report results through MAPSS Driver license road test scheduling Scorecard measure



# Lessons learned



- ❧ Early results indicate that the new DMV process is working
- ❧ Constant, ongoing monitoring is important upon project completion
- ❧ Anomalies carry a lot of weight; it is easy to read too much into short-term spikes
- ❧ Take the long view
- ❧ Staff acceptance is critical
- ❧ Celebrate success!

# Looking ahead



- ☞ March report to WisDOT Board of Directors will include results of:
  - ☞ DTIM transit procurement
  - ☞ DTIM aeronautics payments
  - ☞ DSP school bus inspections
  - ☞ DTSD Kaizen report on next steps