

WisDOT Lean Government Initiative Status Update



January 22, 2013

WisDOT Board of Directors



Lean project results



Crash scene mapping

Mark Resheske and Shannon Ballhorn, Division of State Patrol

Milestones and resource tracking

Rebecca Burkel and Gigi Trebatoski, Division of Transportation System Development

Issue and Goals – Crash scene mapping project

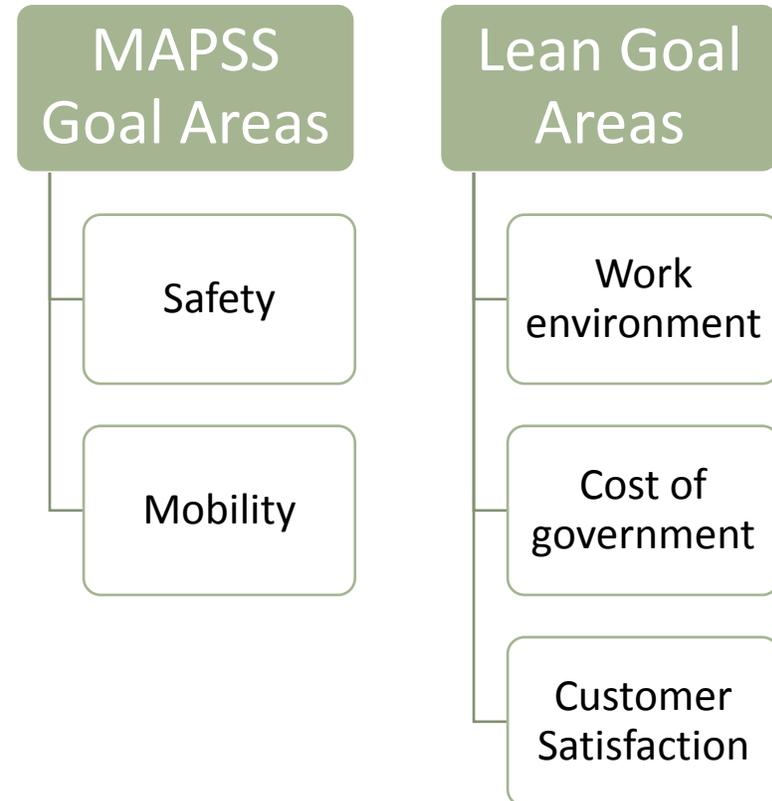


❧ Current crash scene mapping process requires two operators and uses outdated technology

- ❧ Inefficient communication
- ❧ Safety hazards
- ❧ Difficult to perform at night

❧ Project goals

- ❧ Decrease total process time
- ❧ Improve officer safety
- ❧ Reduce likelihood of secondary accidents
- ❧ Restore highway mobility



Results and next steps – Crash scene mapping

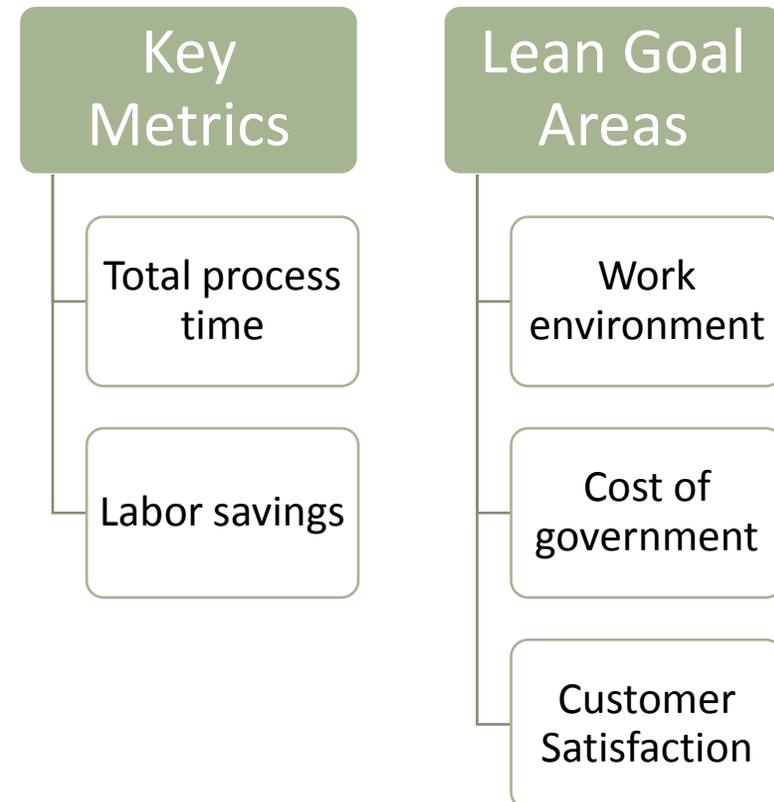


Results

- Process time reduced from 190 minutes to 56 minutes
- Staffing costs reduced 70 percent
- Full implementation will save 670 staff hours annually – reallocated to other, mission-critical tasks
- Contributes to shorter road closure time

Next steps

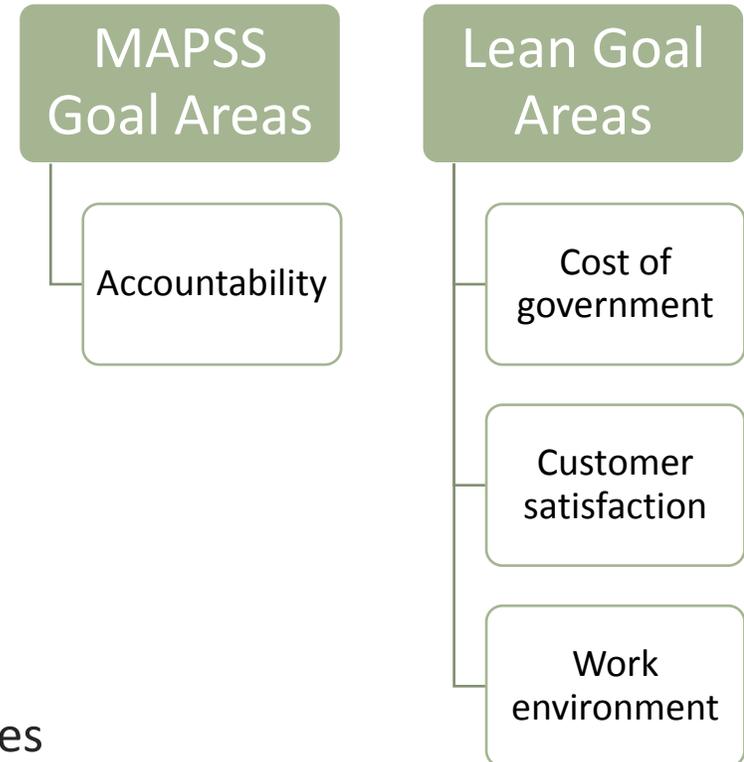
- Pilot program under way
- Wireless technology to be phased in over time



Issues and Goals – Milestone and resource tracking project



- ❧ Mega and major projects and TPC studies share common stakeholders and Central Office resources
- ❧ Projects are tracked project-by-project within region
 - ❧ Lack of knowledge-sharing across projects, regions & partner agencies
 - ❧ Inability to plan globally for resource needs
 - ❧ Increased risk when info not provided when needed
 - ❧ Resource bottlenecks prevent meeting milestones on time
- ❧ Project goals
 - ❧ Build capacity for global resource planning
 - ❧ Assure timely completion of milestones
 - ❧ Reduce staff time spent responding to milestone status inquiries



Results and next steps – Milestone and resource tracking

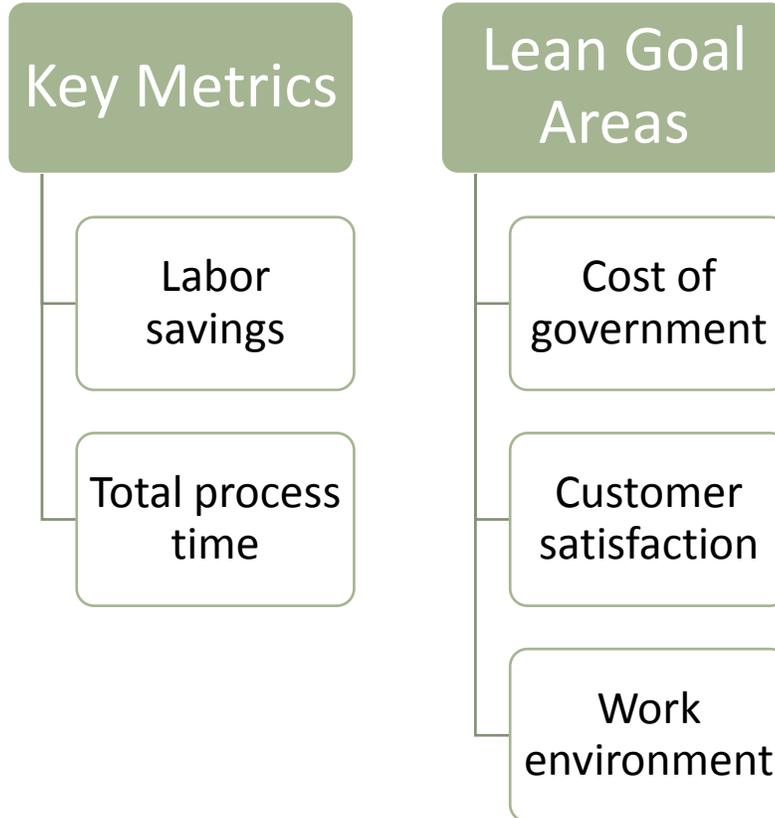


Results

- New quarterly report disseminates information proactively each quarter
- Reduces staff time for this task by 419 hours per year – resources will be reallocated to other, mission-critical tasks
- Eliminates 10 process steps

Additional benefits

- Customer satisfaction – provides key info for resource planning
- Serves as baseline for future improvements



Lessons learned



- Focus on Lean projects that support MAPSS metrics
- Exposing staff to training on continuing basis is essential to creating effective teams and Lean culture
- Baseline data should be in place before starting a project
- Select processes for which you will be able to demonstrate quantitative results
- Take the time to write a good charter

Lessons learned

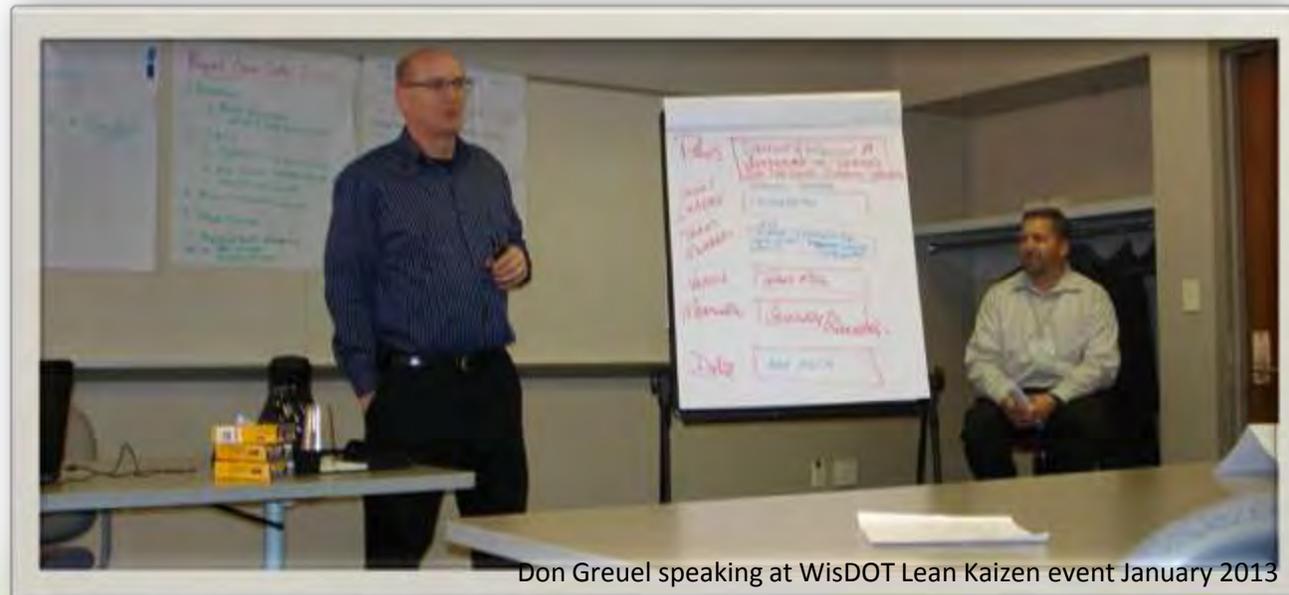


- ❧ Resist the tendency to jump to solution before you follow the LSS process
- ❧ Methodology is flexible – use the minimum tools you need to complete the project
- ❧ Process mapping is a critical tool to understanding the process
- ❧ Actively managing projects takes significant resources
- ❧ Take the long view – this is continuous improvement

Looking ahead



- February report to WisDOT Board of Directors will include results of:
 - DBM telecommunications management long-term action plan
 - DMV skills testing availability (this is also a new MAPSS measure)





Contact



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Lean results are published to: <http://walker.wi.gov/Wisconsin-Reform/Lean-Government>

<http://www.dot.wisconsin.gov/about/performance/>