

WisDOT Lean Government Initiative Status Update



April 1, 2014

WisDOT Board of Directors



Lean project results



Agent Performance Report Lean Project

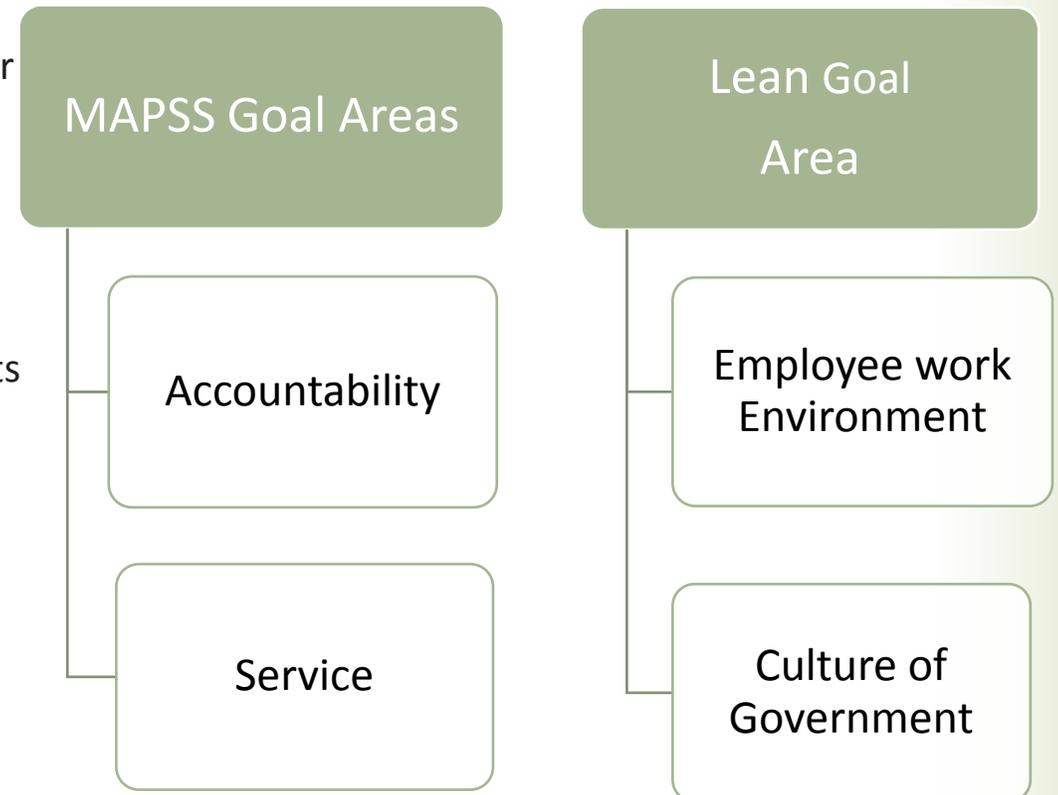
Deborah Godt, Supervisor-Driver Information Unit

Division of Motor Vehicles

Issue and goals – Agent Performance Report



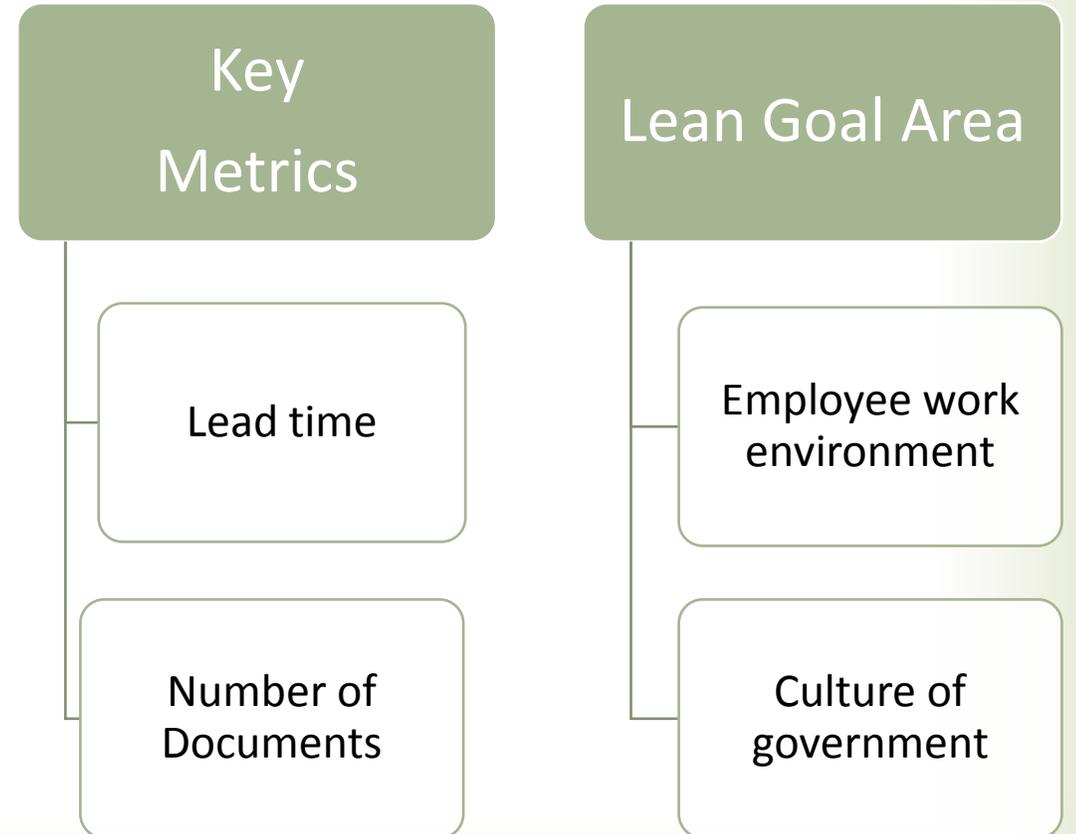
- High quality PEPEDs are essential because they
 - Facilitate two-way continuous communications between the supervisor and the employee
 - Objectively enhance individual employee's job performance
 - Have increased sensitivity due to DMCs
- The PEPED process had a number of limitations
 - Required a large number of reports that were stored in various formats
 - The data was presented in a way that was not intuitively linked to performance
 - These limitations cause this process to be time consuming while resulting in a low first pass yield and a high degree of variation
- Project goals
 - Fast
 - Accurate
 - Consistent



Results and next steps – Agent Performance Report



- Results are annual per employee
 - The initial implementation included 22 employees
 - Reduced PEPED Steps from 12 to 7
 - Reduced PEPED time from 4 hours to 30 minutes
 - Reduced source pages from approximately 400 to 4
 - Eliminated approximately 9 MB of electronic documents
- Next steps
 - Expand the report to include additional information
 - Use to establish employee goals for next PEPED cycle
 - Automate roll-up of data for sections
 - Expand to other units, sections and bureaus



Lessons learned



- ❧ *“I really like the ‘performance Evaluation Report’ you provided all of us. I like the format and I think that is a great tool for everyone as a “snapshot” of one’s performance and metrics. This is a great way to have effective communication during one on one meetings.”*
- ❧ While outside the scope of the project, call auditors saved five hours per month that they were able to direct to other activities
- ❧ Keep an eye out for unexpected improvements, such as eliminating electronic documents.
- ❧ We were able to build on the DMV Phone Quality Assurance Project.
- ❧ The project’s success was dependent on the proper support staff being involved.

Lean project results



Traffic Simulation Modeling Process

Jennifer Murray, Chief of Traffic Forecasting
Division of Transportation Investment Management

Issue and goals – Traffic Simulation Modeling



❧ Inconsistent process for development and review of traffic microsimulation and operations models utilized during a capacity analysis

❧ Vague business area roles, causing lost or missing input that is necessary to keep project

❧ On schedule

❧ On budget

❧ Project goals

❧ Reduce costs to develop and review microsimulation models

❧ Define WisDOT roles and responsibilities to streamline process

❧ Improve model tracking to verify model validity

MAPSS Goal Areas

Accountability

Lean Goal Area

Cost of government

Customer satisfaction

Results and next steps – Traffic Simulation Modeling

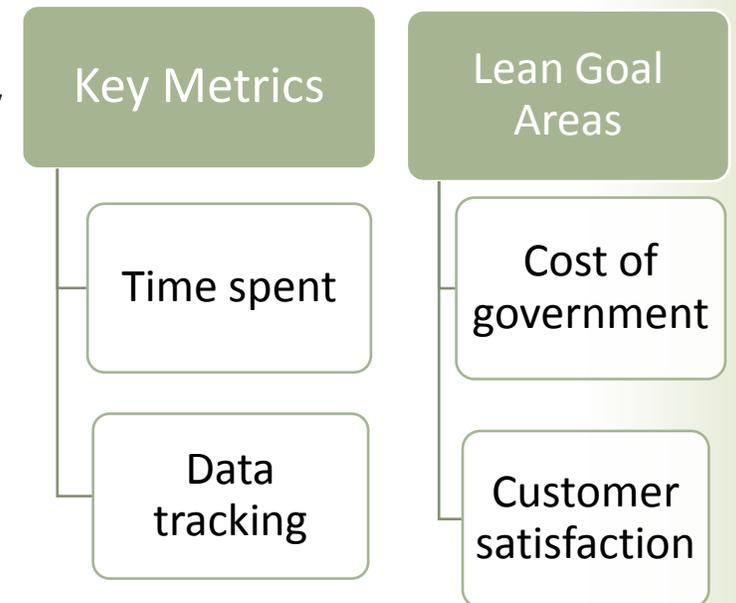


Results

- Anticipate 8% reduction in development hrs per model
- Savings of \$18,000 per project - up to \$18,000 annually or if 6-9 traffic simulation models built per year - up to \$162,000 annually
- Defined roles and responsibilities with est. delivery times completed

Next steps

- Develop centralized storage, tracking and version control of models
- Update the *Mega/Major Guidelines, Transportation Planning Manual* and *Facilities Development Manual*
- Provide training
- Implement new process
- Document number of consultant hrs and metrics



Lessons learned



- ✎ Establishing roles and responsibilities is a key component of a successful team – staff and consultants
- ✎ Emerging technology can bring focus to process efficiencies
- ✎ The more complicated the project, the more sophisticated the traffic analysis tools and their abilities to model traffic (usually) – this became clear through the mapping of this process
- ✎ Publish policy guidance as soon as possible



Questions & Comments



Lori Richter

WisDOT Performance Measure Manager/Lean Government Agency Point of Contact

Office of Policy, Budget & Finance

lori.richter@dot.wi.gov (608)264-8435

Lean results are published to: <http://www.dot.wisconsin.gov/about/performance/lean.htm>