

WisDOT Lean Government Initiative Status Update



December 10, 2013

WisDOT Board of Directors



Lean project results



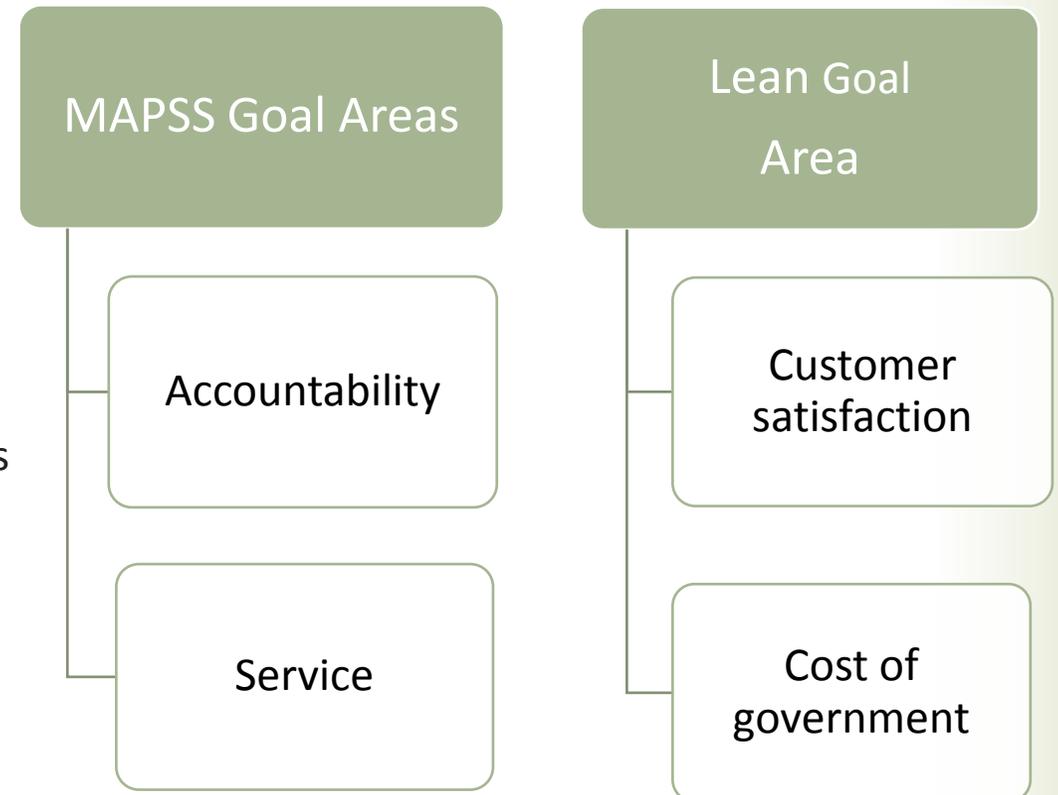
In-Custody Arrest Report Notification Lean Project

Sgt. David Harvey
Division of State Patrol

Issue and goals – In-Custody Arrest Report Notification Process



- Timely review of in-custody arrest reports is essential
 - Detention facilities and prosecutors take on additional costs when a person is held in custody
 - Completed reports are needed to initiate bail and probable cause hearings
- Current process has a number of limitations
 - Supervisors only receive reports completed by their assigned officers
 - No special notifications exist for high-priority reports
 - Supervisors have no readily available means for reviewing backlogs
 - Reports from employees assigned to a different post, as well as those who have retired, resigned or been terminated are not readily visible to supervisors
- Project goals
 - Identify key factors that may play a role in creating backlogs and delays in getting arrest reports reviewed
 - Reduce lead time for review of backlogs



Results and next steps – In-Custody Arrest Report Notification Process

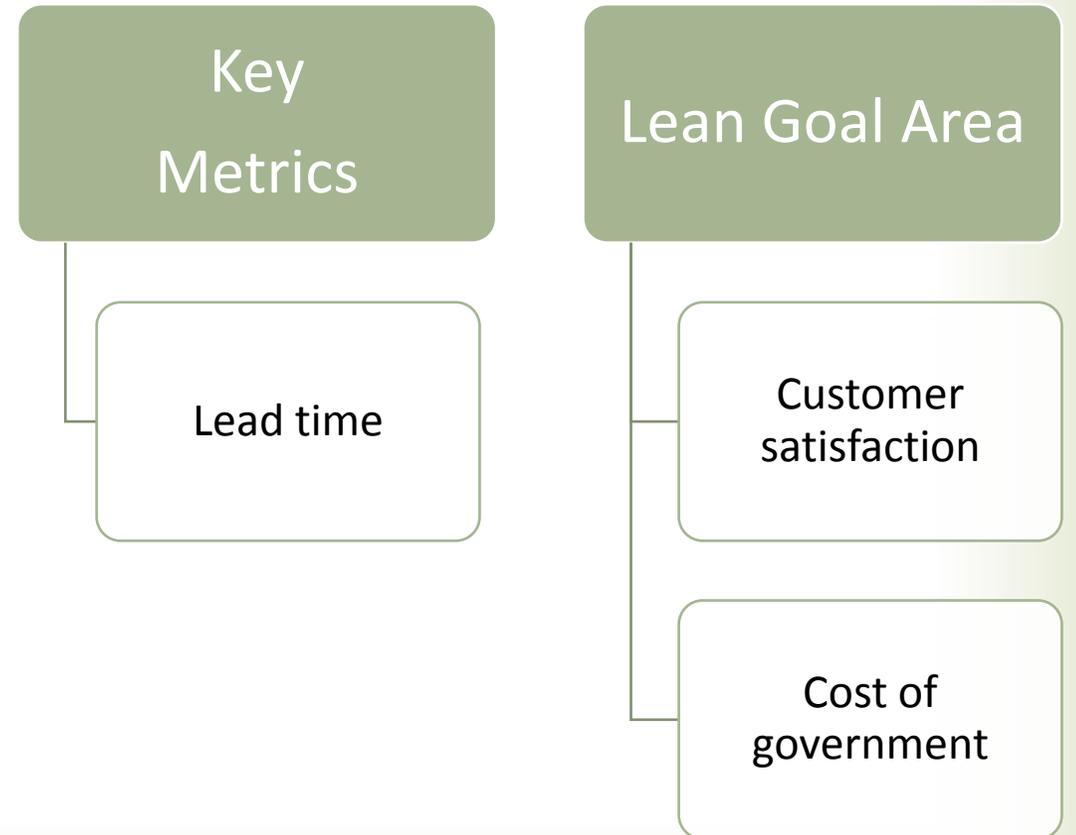


Results

- Implemented daily automated system of notification to State Patrol supervisors in NC and SE regions (Wausau and Waukesha posts)
- Reduced time to review backlogs by 121 hours annually (20 minutes weekly for 7 lieutenants over a period of 52 weeks)
- Reduced the backlogs for review by 75 percent

Next steps

- Implement notification system statewide by January 1, 2014



Lessons learned



- ❧ Specific metrics should be identified and measured early on to gauge the increase in efficiencies that the Lean Government Initiatives bring about.
- ❧ This Lean Government Initiative had spillover benefits in data quality that had not been anticipated.
- ❧ Improvements at any single level of our reporting process requires thought about the potential effects on the levels above and below.

Lean project results

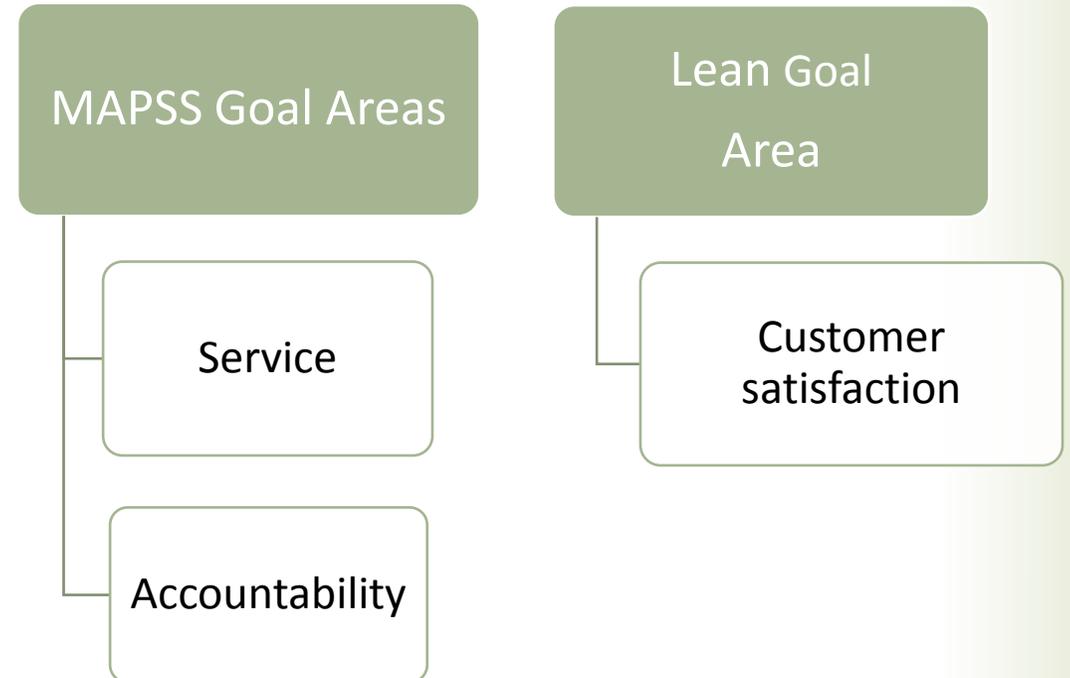


**Family and Medical Leave Act
Request Submittal and Approval Lean Project**
David Bajkiewicz
Division of Business Management

Issue and goals – Family and Medical Leave Act Request Submittal and Approval Lean Project



- ❧ If an employee is unable to work due to their own or a family members' serious health condition, the Family and Medical Leave Act (FMLA) gives them a legal right to unpaid, job-protected leave. FMLA also includes maternity, paternity and military leave.
- ❧ The current process has several significant issues that result in delays in determining eligibility and approving requests, including:
 - ❧ Variation in roles and responsibilities
 - ❧ Forms that are dated and did not provide key information
- ❧ Project goals
 - ❧ Reduce lead times in processing FMLA requests
 - ❧ Clarify roles and responsibilities
 - ❧ Reduce variability and lead time



Results– Family and Medical Leave Act Request Submittal and Approval Lean Project

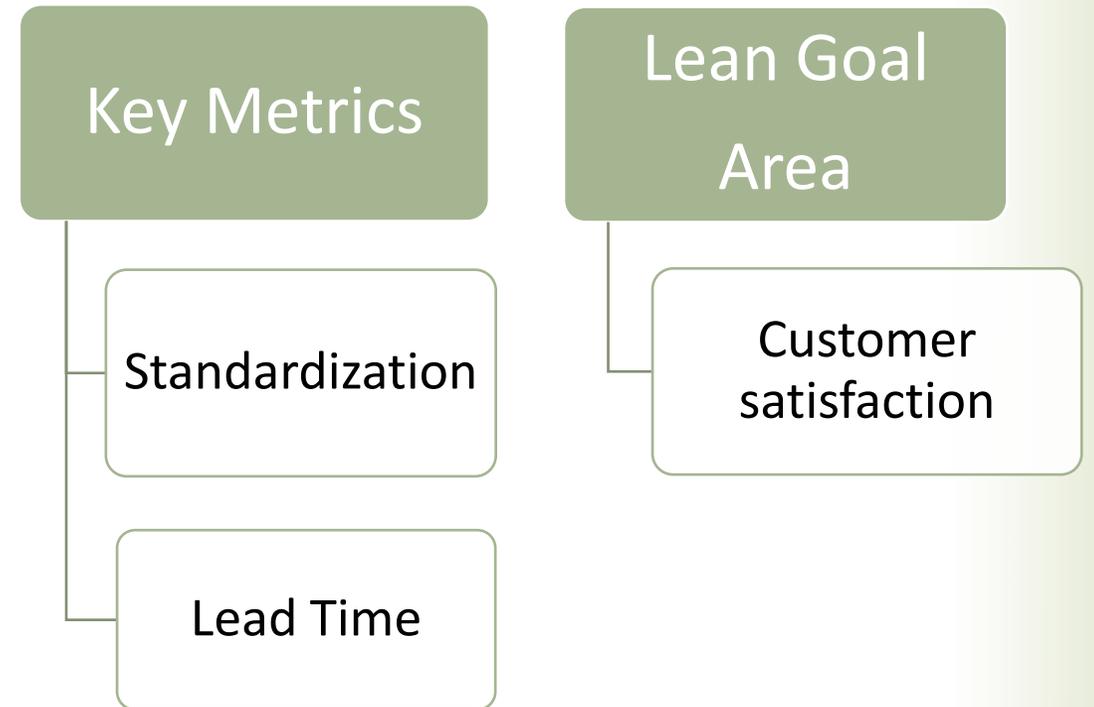


Results

- Created a consistent single point of contact to reduce variation and clarify roles
- Streamlined and updated outdated FMLA forms to reflect current state and federal guidelines
- Reduced internal process lead times by 50 percent, from 28 days to 14 days

Next steps

- Department wide implementation of forms in early 2014



Lessons learned



- ☞ Mapping a process with significant variations can be a challenge but can be addressed by focusing on the high-level process and on root causes for the variation
- ☞ Surveys can be a useful tool in collecting data when baseline data is not readily available