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

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<th>MAPSS Goal Areas</th>
<th>Lean Goal Area</th>
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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
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

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

**MAPSS Goal Areas**
- Service
- Accountability

**Lean Goal Area**
- Customer satisfaction
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.