

WisDOT

Lean Government Initiative

Status Update



October 14, 2014

WisDOT Board of Directors



Lean project results



Transit Grant Application Improvement

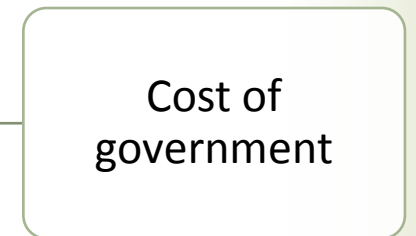
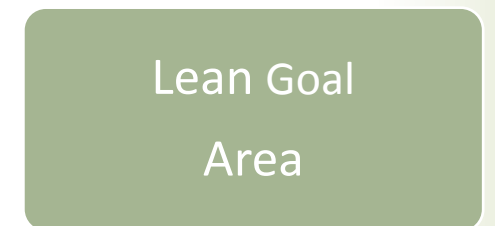
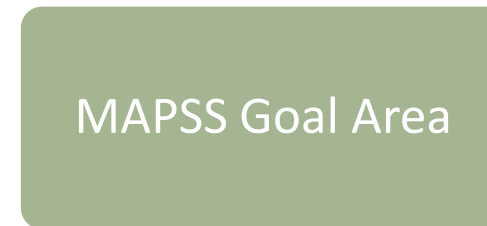
Judy Foss

Division of Transportation Investment Management

Issue and goals – Reduce incomplete applications and staff review time



- Applications for transit funds were being submitted with missing or inaccurate information
 - Application was complex and requested information not necessary for review and approval
 - Resource materials were not sufficient for applicants to accurately and completely complete application
 - Required documentation was often omitted
- Transit staff were spending extra time reviewing and following up on incomplete applications
 - Follow up with applicants to obtain missing information was inefficient and led to approval delays
 - Compliance-related topics identified as major cause of incomplete applications
 - Implementing desk review process could decrease staff travel
- Project goals
 - Reduce number of incomplete applications submitted
 - Reduce hours spent on application review and approval



Results and next steps –

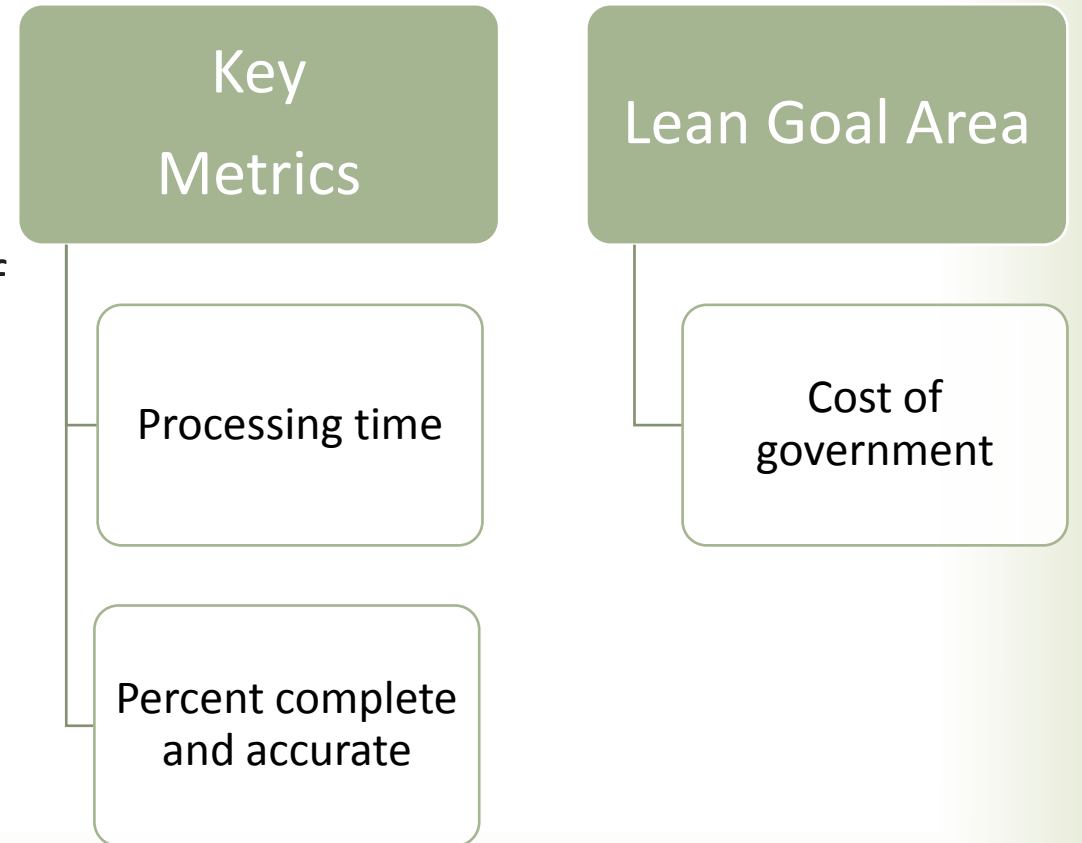


Results

- Staff hours to review individual applications reduced from 3 hours to .85 hours
- Travel expenses reduced with implementation of more thorough desk review
- Compliance reviews created as separate process outside of application review

Next steps

- Create additional efficiencies with web-based grants management software
- Apply lessons to other program applications



Lessons learned



- ☞ Appreciation of need to be flexible during project to deal with unanticipated hurdles
- ☞ Implementation of technology as a tool to create efficiencies will not solve issues of technical capacity
- ☞ Ask questions – don't assume you already have all of the answers