**Oklahoma Transportation Cabinet**
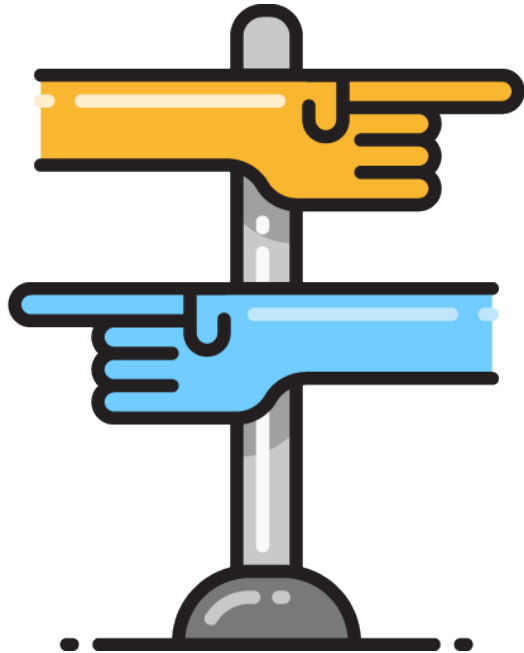
# From Modernization to Normalization

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# The Beginnings of Modernization

In February 2020, Oklahoma SB 1775 was introduced. This bill would have integrated OTA and ODOT.

**This bill was never passed into law.**

Through the Governor's transformation initiative, the Cabinet was instead afforded the opportunity to work with a consultant to reimagine how we collectively operate in order to meet the transportation needs of the state in the long term.

# Reports and Change Recommendations
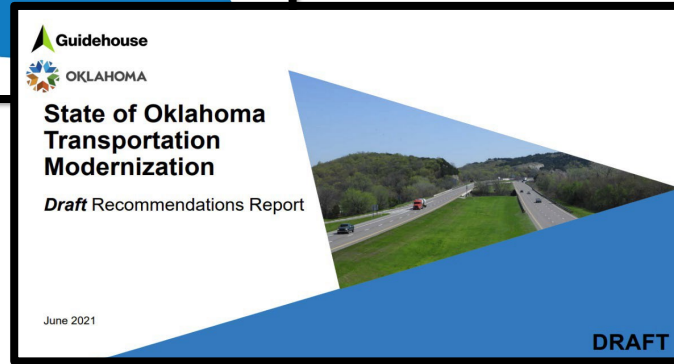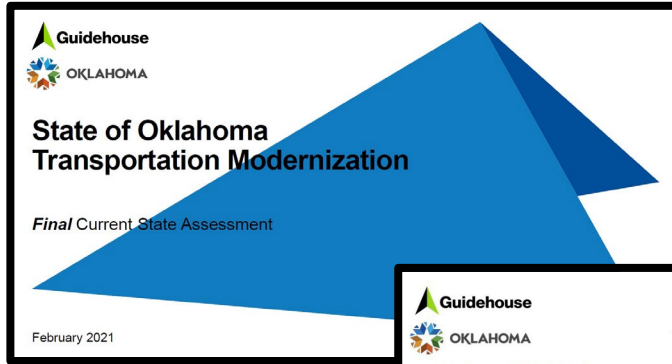
Change recommendations were developed with the goal of taking an informed, intentional and internally driven approach at modernizing our operations

6 Modernization Guiding Principles underpin the proposed changes in the Future State report

# Living into our Guiding Principles to Foster a Culture of Change

The **Modernization Vision and Guiding Principles** have served as the "North-Star", from the Early Modernization efforts to the current efforts to normalize a culture of continuous improvement.

**Transportation Modernization Vision:**
An efficient, innovative, and customer-driven organization working collaboratively to provide safe, modernized, integrated and sustainable transportation options throughout Oklahoma

## Guiding Principles for Modernization



1. **Improved Collaboration:** Fosters integration and coordination of activities, expertise, and resources across projects and key department functions that can be better achieved together while improving transportation services for Oklahoma

2. **Enhanced Innovation**: Promotes innovation across the organization and modernizes all business processes with data analytics and tailored technology solutions

3. **Greater Communication**: Facilitates constructive communication that ensures participation and transparency across the organization

4. **Exceptional Customer Service**: Prioritizes and manages internal and external customer service, and allows user needs to influence transportation planning

5. **Increased Efficiency**: Streamlines organizational structure and functions while encouraging collective and proactive optimization of resources, delivery timelines, and results

6. **Rapid Adaptability:** Enables the organization to rapidly address existing and emerging needs, allocate resources, and implement solutions accordingly

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# Business Process Improvement Initiatives

- **12 Completed Change Initiatives**

- **284 improvement projects defined via Initiatives**
  - Implementation of these projects is supported through regular review forums

- **KPIs defined for 34 areas across the cabinet**

- **SOP program implemented, with 164 created to date**
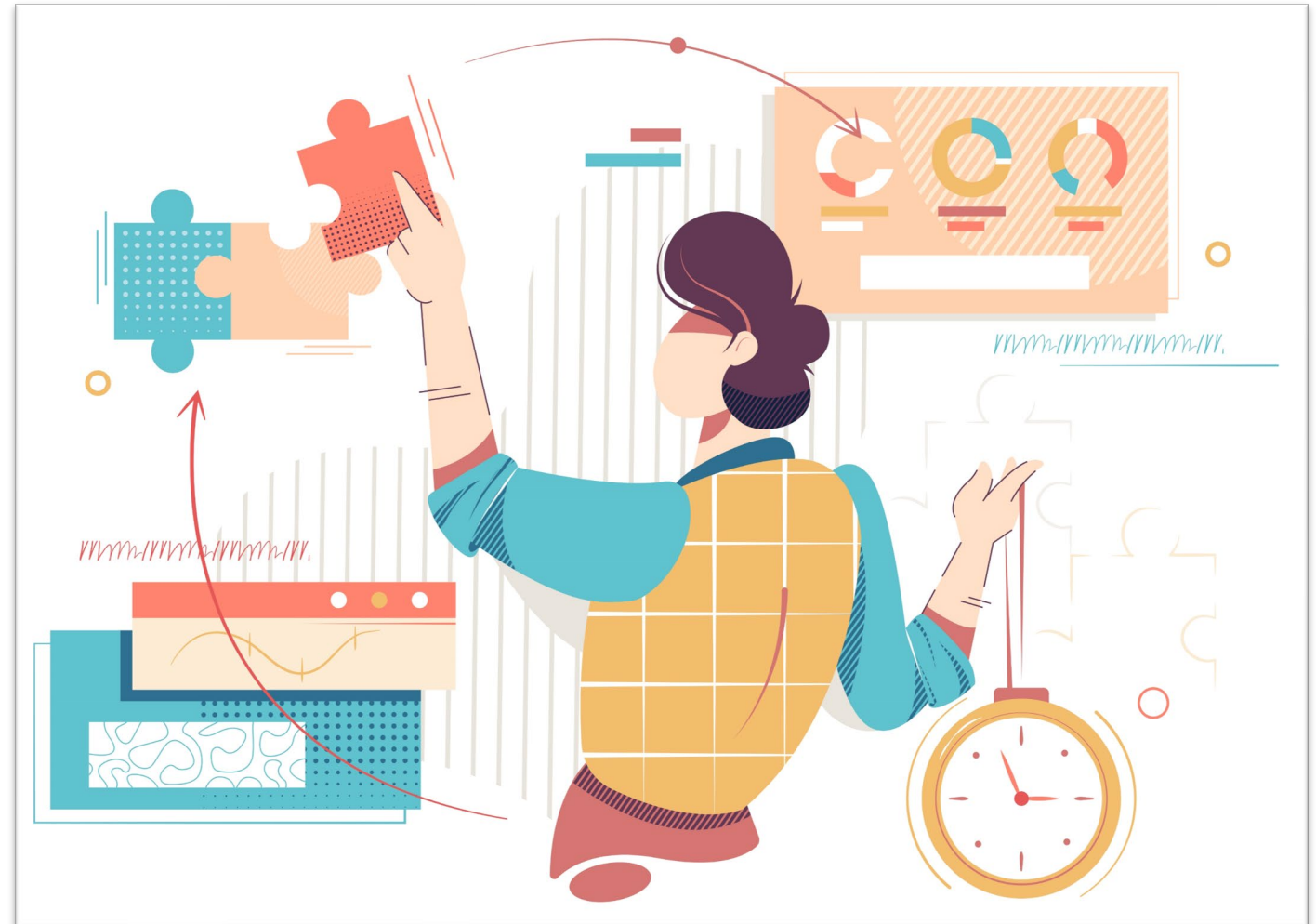
# Completed Change Initiatives

- Multimodal
- Strategic Communications
- Audit
- HR Work Safety
- Content Management
- Talent Management





- Procurement
- Contract Compliance
- ODOT IT Contracts & Acquisitions
- HR Operations
- Toll AET group
- Toll ETC group

# Improvement Project Examples

- Formalizing automated, customer-friendly intake processes
- Creating cross-functional partnerships to develop software enhancements that meet the needs of all parties
- Developing automations to streamline processes
- Reinventing partnerships with field personnel

- Standardizing processes and creating customer education materials to improve customer experience
- Developing Service Level Agreements with internal and external partners to clearly define roles, responsibilities and dependencies and ensure adequate service levels

# Efficiencies Tracking

**Every day, employees across our Transportation Cabinet are using innovative solutions to cut costs, save time, and safely get their jobs done.**

To streamline our process for gathering information on these efficiencies, the Office of Innovation developed a site for new successes to be reported as soon as they're established.

# Oklahoma Transportation Cabinet Efficiencies

- **Efficiency Highlights:**

  - Overlayed existing shoulders instead of replacing them, resulting in cost savings and decreased construction time.

  - Shifts to paperless processes reduced the needed number of printers, creating savings on leases, copy paper and ink.

  - Project bundling allows awarding a single contract for multiple projects.

  - Footprint consolidation has allowed for the elimination of several leased facilities.
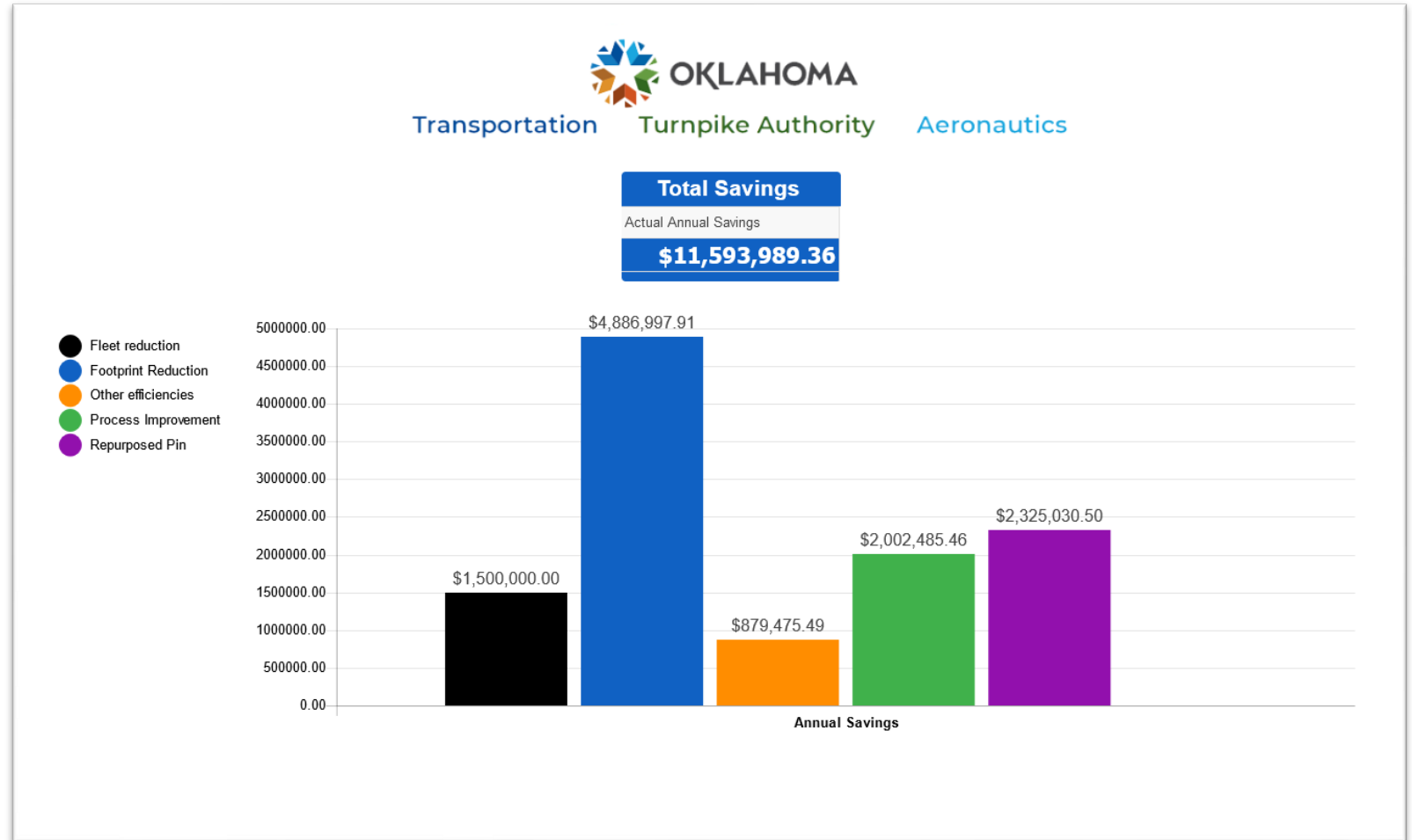
# Normalizing a Culture of Change

**Discover**

Asking departments about their cost and time saving efficiencies and inviting them to continuously seek opportunities for increased efficiency.

**Implement**

Facilitating change and continuous improvement efforts with every area of our cabinet to help each business unit find opportunities to be more collaborative, innovative, communicative, customer service oriented, efficient and adaptable.

**Measure**

Tracking efficiencies through Smartsheet allows for easy data comparison, ability to track trends cabinet-wide, and real-time reporting of money saved.

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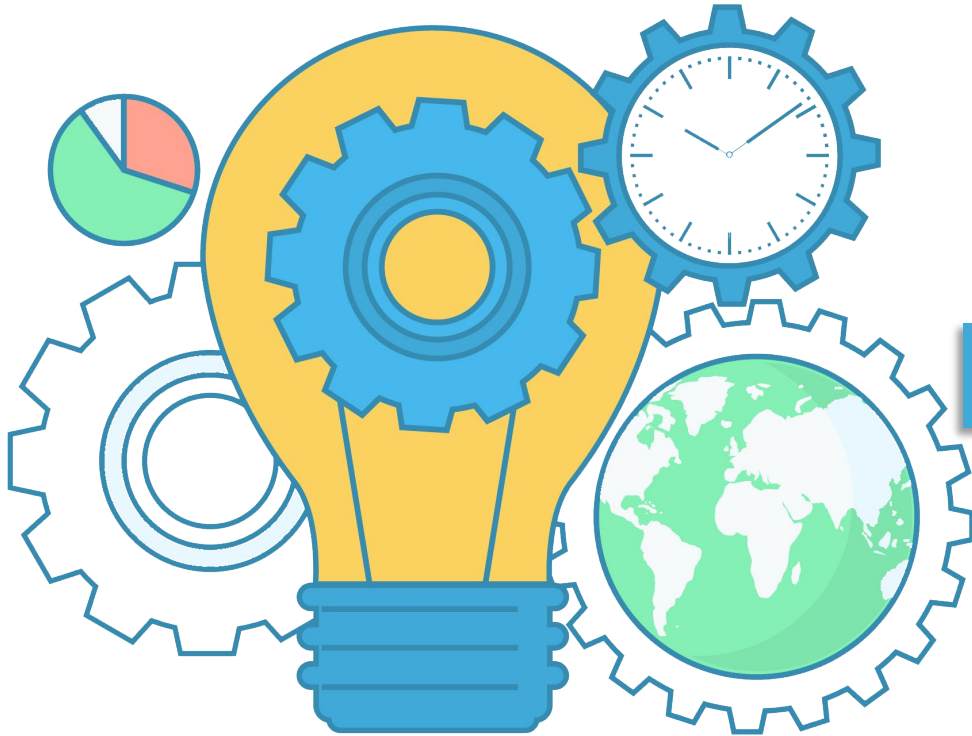
# Normalizing Change Through Research

As we continue normalizing change, pursuing research opportunities that can allow the department to achieve efficiencies in pavement lifecycle, emerging technology and other tools are important to driving the improvements of tomorrow.

We must also pursue innovative research ideas that can create improvements in areas such as workforce development and knowledge management



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