

# Wisconsin Department of Transportation

## In-Custody Report Notification Lean Project Report



### Project Summary

Sworn officers within the Division of State Patrol (DSP) submit an electronic incident report when they take a subject into custody. In-custody reports require supervisory review.

These documents must be filed with prosecutors, social services or other governmental bodies in a timely manner to facilitate efficient processing of the subjects. Delays may result in dropped charges, additional costs, compromised cases and possibly legal liability.

The goal of this project was to eliminate delays in the review process for in-custody reports.

Using Lean Six Sigma methodology, the team analyzed the existing process and reduced the amount of time it took to review the backlog of reports awaiting supervisory review by leveraging existing staffing capabilities and expertise.

This project was completed on October 16, 2013.

### Improvements

- 75 percent reduction in backlogs for review
- Daily automated email notifications delivered to supervisors for in-custody reports in need of review
- Division of State Patrol supervisors are able to efficiently view and eliminate in-custody report backlogs

### MAPSS Core Goal Area

- Accountability
- Service

### Statewide Goal Area

- Customer satisfaction
- Cost of government

### Issue

Divisions of State Patrol (DSP) in-custody arrest reports provide important information used by prosecutors, social services and the courts to facilitate processing subjects. Timely review of reports is essential; detention facilities and prosecutors all take-on additional costs when a person is held in custody. The reports are needed to initiate the bail hearings or probable cause hearings necessary for the release of the subject.

The current state system for the review of incoming reports has a number of limitations for supervisors with review responsibility:

- Notifications of reports completed only by their assigned officers
- No special notification of high priority reports in need of review
- No readily available means for reviewing in-custody report backlogs
- Reports from retired, resigned, or terminated employees, and those assigned to a different post are not readily visible to supervisors

### Lean Six Sigma Process

The team mapped the current process and identified key factors that play a role in creating backlogs and delays in reviewing reports. Analysis of options and staffing resources moved the team to modify a similar existing process to improve the in-custody reports process.

### Results

Increased report quality promotes more efficient handling of in-custody cases and reflects positively upon the reputation of our officers and agency.

### Customer satisfaction

A review process assures reports are complete and of good quality. The improved notification system allows supervisors to intervene early if a report is in need of additional detail or correction. A streamlined system for timely supervisory review of in-custody reports allows for higher quality reports to be delivered more rapidly to downstream customers.

### Reduced cost of government

Previously, a lieutenant could obtain similar information in around 20 minutes. The likelihood that this was being done is low given the expertise required and competing demands. Backlogs of in-custody reports in need of review translate into decreased awareness of officer activities that have high liability potential. The automated system of notifications for in-custody reports reduced backlogs for review by 75 percent and the time for supervisory review by up to 121 hours annually (7 lieutenants x 20 minutes x 52 weeks) by providing an email notification every 24 hours.

### Next Steps

This has been implemented as a pilot at the Wausau and Waukesha posts. We anticipate a statewide rollout to be complete by 1/1/2014.