

Extensible ECM Powers Collision Location and Analysis & Work Order Authorization Systems at Washington DOT



INDUSTRY

State Government

SOLUTION

- › Workflow & eForms for Work Order Automation
- › Imaging & Document Management for Collision Records System

CHALLENGE

- › Initializing Work Order Manual Process
- › Information had to be input into multiple systems
- › Order approvals took up to 30 days
- › Work orders were hard to track and could be easily lost
- › Collision data unavailable for several years
- › Previous collision records systems failed
- › Collisions forms were manual generated

KEY BENEFITS

- › Provides centralized record for accident reports
- › Reports ready for retrieval within 48 hours
- › Updated collision data available for external organizations monthly
- › \$3 to \$4 million recovered annually for damage to state-owned property, like guard rails & light poles
- › Instant access to collision report images
- › Increased staff productivity results in reassignment of several FTEs
- › Work Order process entirely paperless
- › Streamlined approval process mean orders are approved 30 times faster
- › Multiple users can access & view current information
- › Eliminated errors & lost documents

COLLISION REPORT DATA ACCESS HAS BEEN REDUCED FROM FOUR WEEKS TO 48 HOURS.

WORK ORDER AUTHORIZATION APPROVALS HAVE GONE FROM 30 DAYS TO JUST ONE.

Formed in 1905, The Washington State Department of Transportation (WSDOT) plans, constructs, operates and maintains over 20,000 lane miles of State roadways, more than 3,000 bridges and the Nation's largest ferry fleet. Part of the mission of their 7,000 employees is "to keep people and business moving by operating and improving the State's transportation systems".

One of the Department's functions is to analyze collision information to identify sections of road with a high frequency of crashes and find ways to make them safer. Used differently, the same data assists crash victims, attorneys, insurance companies and people with property losses.

Another way to keep Washington roadways safe is through regular maintenance. Approximately 1,500 staff operate out of 116 area and section maintenance facilities across the State. An average of 2,100 work orders—with a value of about \$37 million dollars—are processed semi-annually to initiate specific maintenance projects.

A New Collision Analysis System is Born—Optimized through ECM Infrastructure

With 130,000 crashes yearly in Washington, a significant volume of data is generated. Since collision reports are public information, processing speed is critical. Previously, forms were passed from one desk to another—workflow consisted of pushing around carts with hundreds of reports. The wait for a report could be up to four weeks.

Failure of a previous digital records system meant that complete collision data had been unavailable for several years. There was urgency to implement a system.

"We realized we were on thin ice with the Federal Highway Administration," explains Brian Limotti, assistant manager with the Collision Data and Analysis Branch of the Transportation Data Office at WSDOT. "If we didn't meet their requirements, they could withhold highway funds from our state. Add to this the issue of tort liability due to lack of current data, and the situation was unacceptable. We had to get that data coming in again."

Utilizing the expertise of ECM integrators, ImageSource®, WSDOT joined the Washington State Patrol, Department of Licensing, Office of Financial Management and Traffic Safety Commission to design basic framework for a new records system—Collision Location and Analysis System (CLAS).



Incorporating all possible hardware and software from the failed system, ImageSource focused on an automated workflow and electronic image retrieval system to develop paperless records. Using Kofax Capture, collision report forms are scanned and indexed with a complex behind-the-scenes process to determine the class of collision based on factors like type of vehicle, location, sequence of events, etc. The system,

however, is easily learned by users. Oracle IPM's powerful workflow engine controls the distribution of electronic documents. Automated routing allows staff to concentrate on analyzing and inputting information, not tracking down documents.

The system provides centralized records for accident reports. State, county and city officials use the data generated from the system to analyze and identify high accident locations and to evaluate the effectiveness of programs and laws dealing with issues such as seat belt use and impaired drivers.

Multiple Points of Origin & Systems Complicate Maintenance Work Orders

Planning and Capital Program Management is responsible for managing the statewide highway construction program. Their responsibilities include recommending sub program funding levels, developing project priorities, and preparing, executing and monitoring the highway construction program.

“USERS ARE VERY HAPPY WITH THE FLEXIBILITY AND STABILITY OF THE SYSTEM. MOST IMPORTANT, THEY ARE ABLE TO PRODUCE MORE WORK IN LESS TIME.”

– Doreen Sinclair, WSDOT Manager

Work orders are initiated by WSDOT headquarters, or one of the seven regional offices, to authorize funds against the capital construction program. Prior to the ECM solution, setting up a work order involved several computer systems at WSDOT that worked in parallel to track Work Order Authorization (WOA) data. This data was manually entered by processing staff into multiple systems, often duplicating information and creating redundant data. Because WOA approval involves multiple levels of authorization, the process involved needless paper handling. Work orders were often delayed due to simple human error.

ImageSource Solution Uses Workflow & eForms to Synchronize & Streamline

WSDOT knew the ECM technology used for CLAS would provide process management and workflow needed to streamline WOA. It would require integration with their varied

databases to provide the new, efficient paperless process.

ImageSource's highly accredited Professional Services group, with a history of successfully integrating ECM with line-of-business systems, would provide WSDOT with a highly functional system. In the resulting solution, Oracle IPM provides a flexible electronic document workflow that offers economic administration.

In order to provide accurate and timely processing, ImageSource developed a web-based eForm to replace the paper WOA form that had previously been used. The new eForm pulls data from databases to synchronize systems and eliminate redundant data entry. A workflow routing and messaging process further automates approvals. The form is pushed along a pre-determined approval path, based on data that has been entered during the eForm generation process.

User-Friendly System: Access to Critical Reports, Time Savings & Data Integrity

The Department's Work Order Approval program has replaced a manual process that required redundant data review and entry into several different applications at multiple authorization locations. Web-based eForms have reduced the entire WOA approval time from 30 days to just one.

The easy-to-use system has reduced WOA form processing time and error rate. Productivity has increased, and staff have greater control over their current workflow processes. The electronic form has significantly reduced the department's need for paper-based transactions.

Time that used to be spent at WSDOT handling, filing and retrieving collision reports is now spent performing productive analysis to make decisions about upgrades and safety on state highways. Reports, which used to take up to two weeks to become available, are now ready for retrieval within 48 hours. Collision data feeds are available to external organizations every 30 days. Cities and counties are now receiving accurate, monthly reports on critical data to help them develop local strategies that affects life and death on highways.

Technology



IMAGESOURCE ILINX RELEASE SCRIPT

The ILINX Release Script provides a function rich-tool, taking images generated through Kofax Ascent Capture and releasing them to Oracle IPM. www.imagesourceinc.com



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