



Project Closeout Mapping

WEBINAR SERIES: INNOVATION IN PRACTICE

December 7, 2020

Webinar Logistics



PowerPoint Presentation available on BATIC Website

www.financingtransportation.org/capacity_building/event_details/webinar_dots_tribal_collaboration_1018.aspx



Submit questions in Q&A box



Webinar will be available on BATIC website

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Webinar Overview

FHWA Project Closeout Process

- Jeffrey Blais, FHWA

State Experience

Vermont

- Patrick Kirby, FHWA
- Mike Lozier, Vtrans

Ohio

- Jessica Patterson, FHWA
- Alana Haberman, Daniel Balsley, ODOT

Questions Submitted by Webinar Participants



U.S. Department of Transportation
Federal Highway Administration



FHWA Process Mapping Workshops

December 7, 2020

FHWA Process Mapping Workshops

What is a Process Mapping Workshop?

Process mapping is a tool in the larger context of business process improvement. Improving your process typically starts with documenting how it works today, what we call the “as-is” process. FHWA creates a detailed Process Diagram in the form of a “swim lane” diagram.



U.S. Department of Transportation
Federal Highway Administration



FHWA Process Mapping Workshops

2013-2020 visited 26 states

- FHWA National Review 1 & 2 on Project Closeout
 - 2013-2016 visited 9 states
- FHWA follow up offered Process Mapping Workshops
 - 2017-2020 visited 17 states

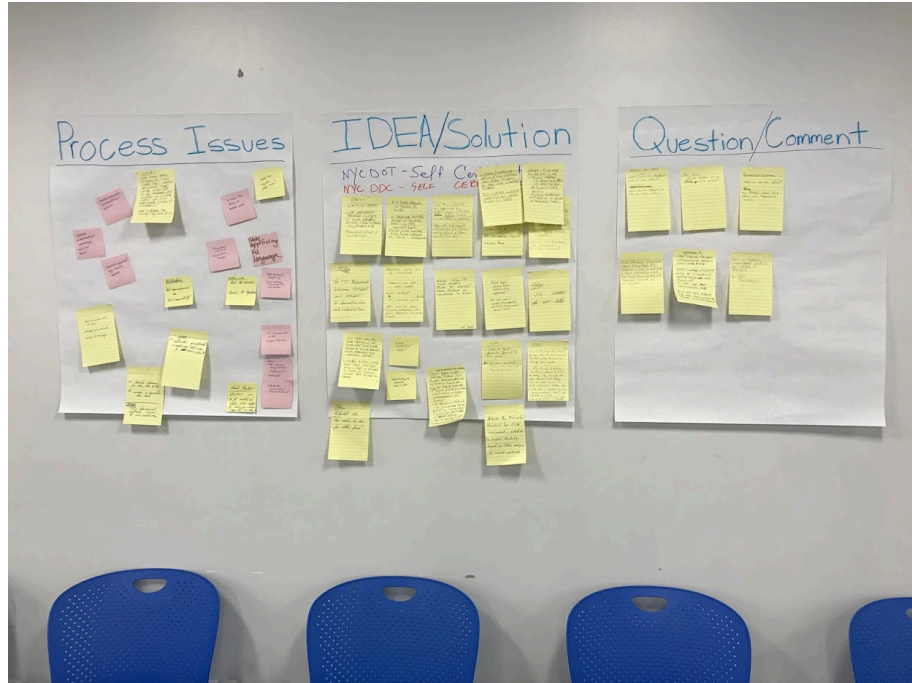
Poll - Has your state participated in a FHWA Process Mapping Workshop?



U.S. Department of Transportation
Federal Highway Administration



FHWA Process Mapping Workshops



What is a Process Mapping Workshop?

- Collaboration among all departments
- Facilitated discussion across organizational units
- Capturing Issues, Ideas/Solutions, and Questions/Comments

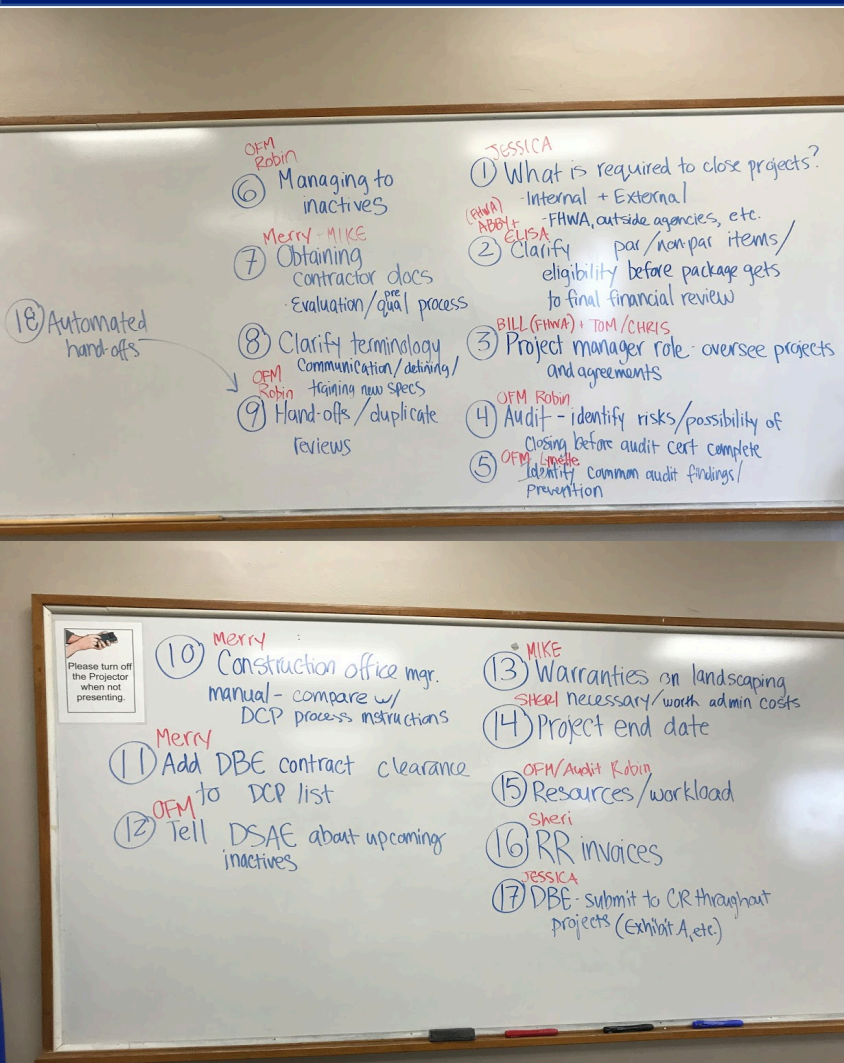
[Process Mapping Photos](#)



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FHWA Process Mapping Workshops



Starting point to take action

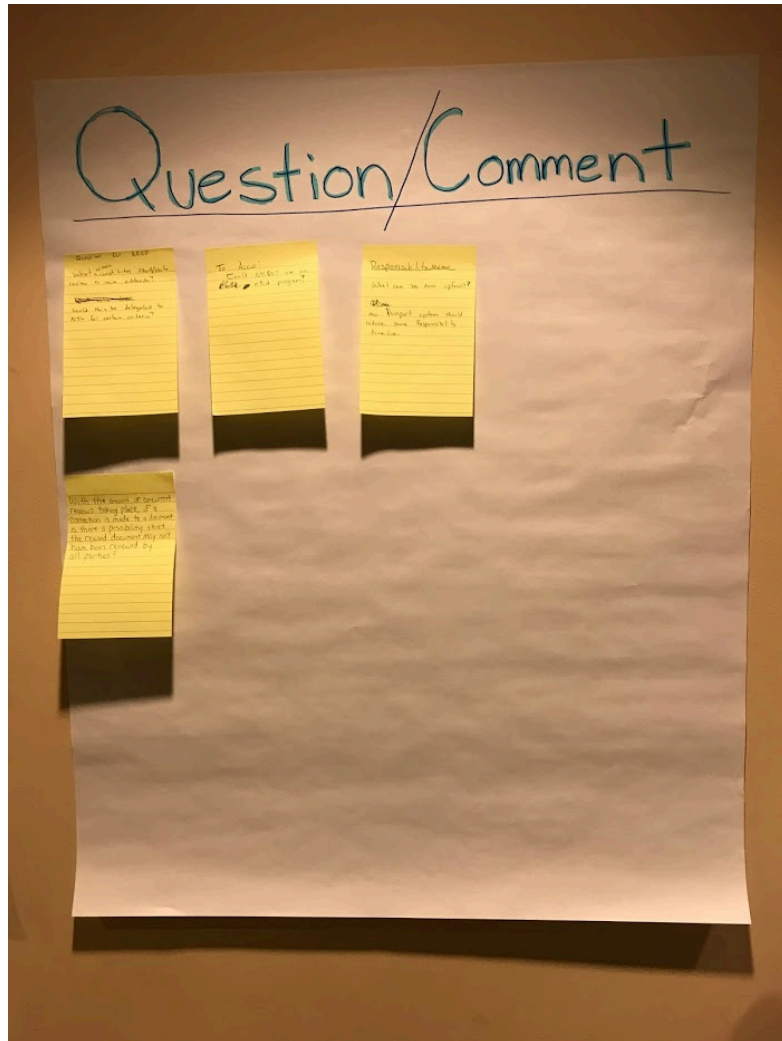
- Follow up teams established
- 3-9 months work thru issues/solutions
- FHWA & State DOT follow up results
 - Issues often have short, medium or long term solutions
- Many States have shared follow-up status



U.S. Department of Transportation
Federal Highway Administration



FHWA Process Mapping Workshops



Contact: Jeff Blais – 443-571-7593



U.S. Department of Transportation
Federal Highway Administration



BATIC Institute Webinar: Project Closeout Mapping December 7, 2020

Closures Project Overview

Patrick Kirby, FHWA – Vermont Division

Michael Lozier, VTrans Performance Section



Project Milestones

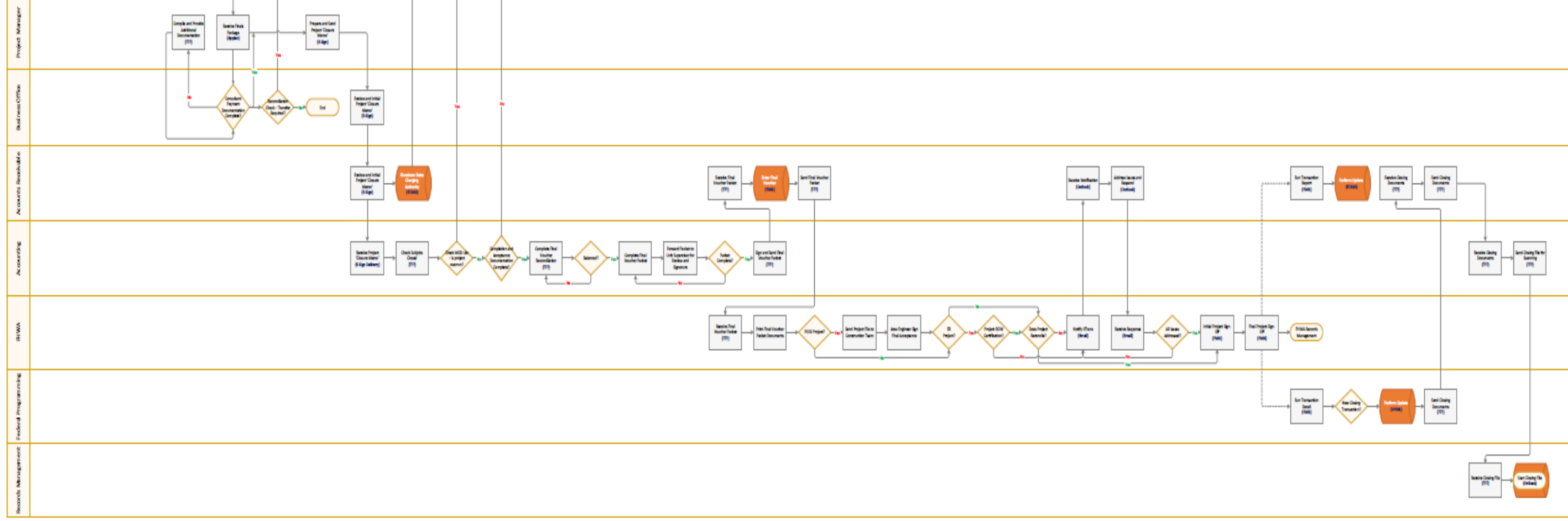
- February 2019: FHWA Mapping Workshop
- March – August 2019: VTrans Lean Event Planning & Draft A3
- September – November 2019: Finalize A3/VTrans Phased Lean Event
- October 2019 – November 2020: Implementation and Project/Change Management
- September 2020 – Future State workflow deployment notifications and push to production complete
- December 2020 – Dashboard development and deployment complete

FHWA Mapping Workshop Deliverable and Scope

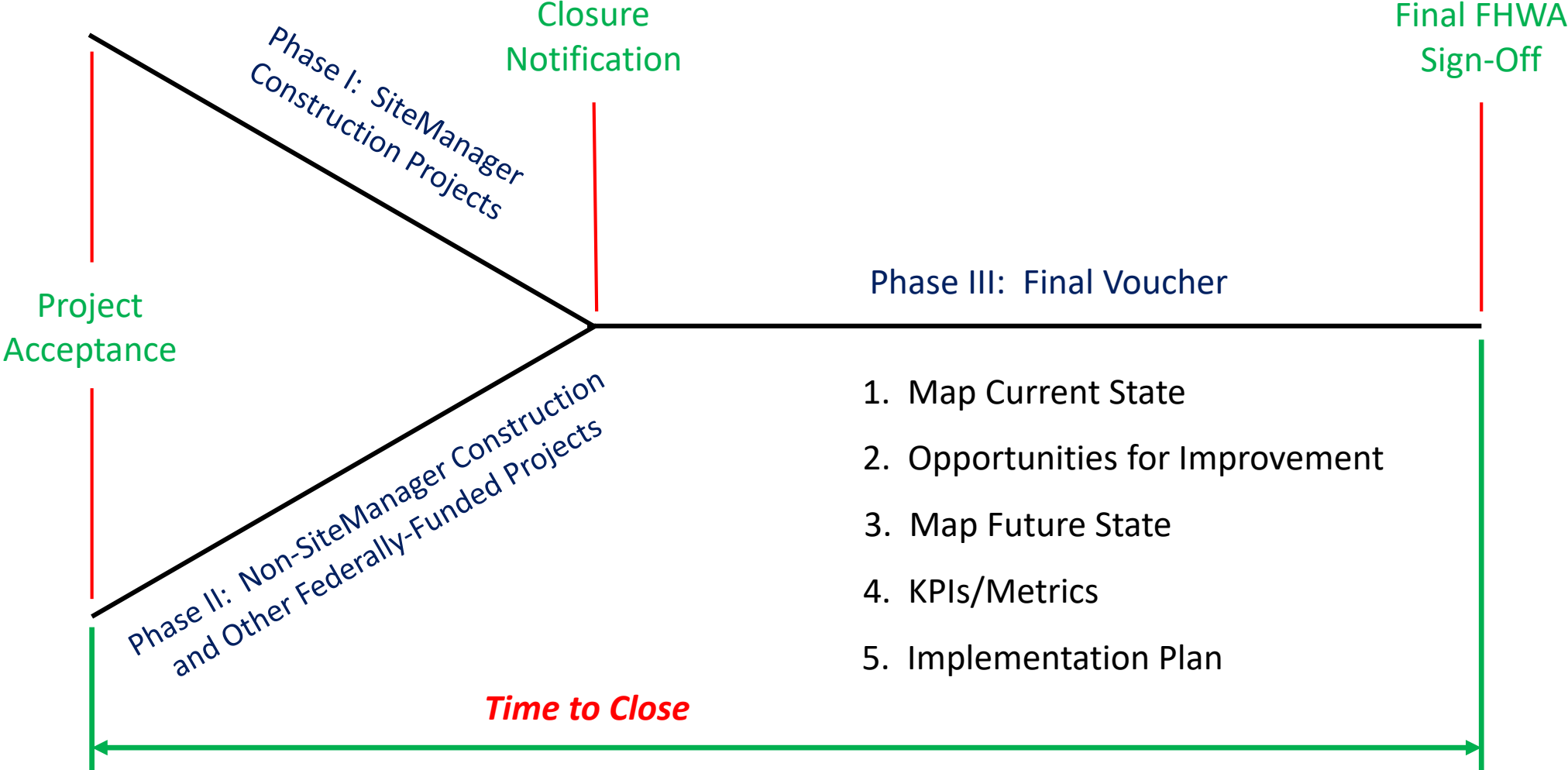
Project Closures Current State (Mapped February 2019)(Draft)



Out of Scope Subprocesses (Design, Award, Construction, Mod. List, etc.)



VTrans Phased Lean Event



Phase A3 (Phase I)

Project A3	Project Name: Project Closeout Effort	Facilitator(s): Michael Lozier and David Geschwind – F&A Performance																	
	Agency/Department: AOT	Team Members: (Phase I)																	
	Sponsors: Wayne Symonds – Highway Chief Engineer/Lenny LeBlanc – F&A Chief Financial Officer Champions: Sue Scribner, Highway MAB and Diane Bigglestone, F&A Accounting	Highway – Eric Fontana, Finals; Bill Farley, Construction Services; Doug Bonneau, NW Region; Jesse Devlin, Roadway; Kristin Higgins, Structures; Rob White, ROW; Molly Perrigo, e-Construction ADS - Laurie Bean FHWA – Matt DiGiovanni and Patrick Kirby Finance and Administration – Chris Hulbert, Performance																	
	Event Date(s): Phase I – September 18 and 24, 2019 Phase II – TBD Phase III – TBD																		
Background		Analysis of Conditions																	
<p>Prompt project closeout is important because it facilitates sound internal funds control. It provides FHWA reasonable assurance that the recipient has met Federal requirements for the project and charges to the Federal government are accurate and timely.</p>		<p>What are the root causes? Lack of training or knowledge of responsibilities around moving a project to Closure Memo. Lack of communication as a project moves from one stage to the next.</p> <p>What is keeping you from doing better? System limitations, employee turnover, workload.</p>																	
Current Conditions		Proposed Changes																	
<p>What is the problem or need? Projects need to be moved from Acceptance to Closure Memo and ultimately Final Voucher and Project Closeout in a timely manner.</p> <p>What facts or data indicate there is a problem? In FY18 the average time from C&A Memo Acceptance Date to FHWA Final Closure Signature was 36 months. It took an average of 14 months from the Acceptance Date to Finals Engineer sign-off and an average of 16 months from Finals Engineer sign-off to the creation of the Closure Memo. The Final Voucher process cannot start until the Closure Memo is created. Once the Closure Memo was received it took an average of 6 months to reach FHWA Final Closure Signature.</p> <p>What impact is the problem having? Not closing projects in a timely manner leaves the potential for funds to lapse that could be used elsewhere.</p>		<p>What do you plan to do about the problem? Document and address the pain points in the process and suggest accountability checks or process improvements.</p> <p>Why do you believe it will work? Improved awareness and accountability should make responsible parties aware of job duties related to project closure and move projects along in a timely manner.</p>																	
Goals		Action Plan																	
<p>What are you hoping to achieve? Increased transparency around all processes involved in project closeout. Reduce the overall time it takes for a project to progress from the C&A Memo Acceptance Date (or non-construction completion) to FHWA Final Closure Signature.</p> <p>What does better look like? Decrease the time from an average of 3 years to an average of 1.5 years.</p>		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Activity</th> <th style="text-align: center;">Owner</th> <th style="text-align: center;">Due Date</th> <th style="text-align: center;">Status</th> </tr> </thead> <tbody> <tr> <td>1) (SiteManager) Construction C&A Acceptance Date to Finals to Closure Memo</td> <td>Sue Scribner, MAB</td> <td></td> <td style="text-align: center;">(see Implementation Plan)</td> </tr> <tr> <td>2) (Non-SiteManager and) Non-construction (other) task completion to Closure Memo</td> <td>Sue Scribner, MAB Renea Bordeau and Phil Cross, F&A Fin Ops</td> <td></td> <td style="text-align: center;">(see Implementation Plan)</td> </tr> <tr> <td>3) Closure Memo to Final Voucher completion to FHWA Final Closure Signature</td> <td>Diane Bigglestone, F&A Accounting</td> <td></td> <td style="text-align: center;">(see Implementation Plan)</td> </tr> </tbody> </table>		Activity	Owner	Due Date	Status	1) (SiteManager) Construction C&A Acceptance Date to Finals to Closure Memo	Sue Scribner, MAB		(see Implementation Plan)	2) (Non-SiteManager and) Non-construction (other) task completion to Closure Memo	Sue Scribner, MAB Renea Bordeau and Phil Cross, F&A Fin Ops		(see Implementation Plan)	3) Closure Memo to Final Voucher completion to FHWA Final Closure Signature	Diane Bigglestone, F&A Accounting		(see Implementation Plan)
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Scope		Expected Results																	
<p>What are you specifically addressing? Review the Process Documents developed with FHWA, identify and document the causes of delays and suggest accountability checks or improvements in three areas:</p> <ol style="list-style-type: none"> (SiteManager) Construction C&A Acceptance Date to Finals to Closure Memo (Non-SiteManager and) Non-construction (other) task completion to Closure Memo Closure Memo to Final Voucher completion to FHWA Final Closure Signature 		<p>What do you expect to occur as a result of implementing your changes?</p> <p>Reduce average time to close a project (from C&A Acceptance Memo Acceptance Date to FHWA Final Closure Signature) from 3 years to 1.5 years.</p>																	
		Actual Results																	
		<p>What actually happened as a result of implementing your changes?</p> <p><<<Include qualitative and quantitative measures.>>></p>																	

Time to Close Baseline Timeline

05-Jun-19

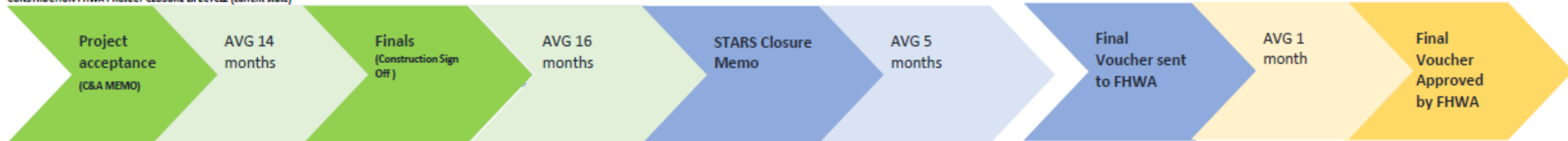
TASK 1: Look at processes for CONSTRUCTION/RAIL FHWA PROJECTS from C&A to Finals to STARS CLOSURE MEMO

TASK 2: Review OTHER (non construction) from completion to STARS Closure Memo

TASK 3: Look at processes from STARS Closure Memo to Final Voucher to FHWA Approval

Phases I-III

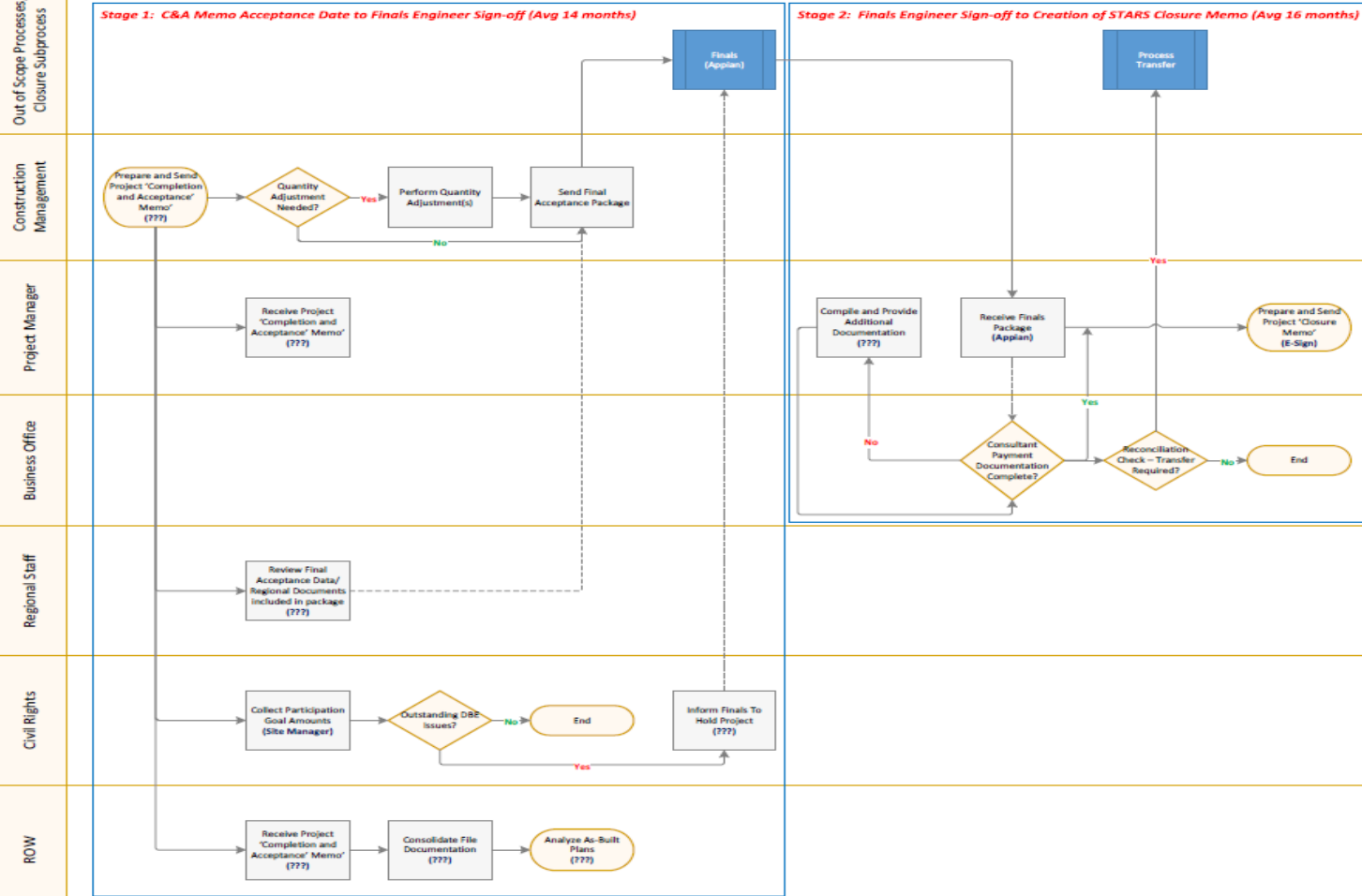
CONSTRUCTION FHWA PROJECT CLOSURE LIFECYCLE (current state)



Project Acceptance	14 months	Finals	16 Months	STARS CLOSURE MEMO	5 MONTHS	FINAL VOUCHER	1 MONTH	FHWA
C&A Memo Generated by Construction Management	Construction Management Reviews data and documents	Sends package back to Construction Engineer/ Program Manager	Project Manager Reviews project	Project Manager Generates (or works with BSS to generate) STARS CLOSURE MEMO	Accounting Project Closure Receives STARS Closure Memo	ACCTS REC Transmits Final Voucher to FHWA in FMIS (Bemail)	FHWA FHWA Reviews Final Voucher	FHWA approves and closes the project in FMIS
VPINS updated with Project Acceptance date By who??	Makes quantity adjustments	VPINS updated with Construction Sign OFF	requests consultant lists	ACCTS REC receives STARS Closure Memo	Gathers all needed documents			ACCTS REC Updates STARS
	Sends Final Acceptance package to finals		Checks with BSS that all payments are complete	updates STARS as closed	Reconciles all revenue and expenditures by agreement, fund, appropriation.			AOT Fed Programs Updates obligated amounts in VPINS
	Finals (6 months) Receives package Checks for claims reconciles package sends to contractor			Forwards STARS Closure MEMO to Accounting Project Closure Team	Submits Final Voucher to ACCS REC			MONTHLY IT (L. Bean) populates the Final Voucher dates in VPINS based on FMIS query provided by Accounting Project Closure
	CONTRACTOR (2 of Finals' 6 months) Accepts package			Potential Improvement: Field should be added to VPINS to Capture this date for performance tracking. Could be entered by FED PGMS after ACC REC updates STARS.				Potential Improvement: Could FV date be entered in VPINS by FED PGMS when they update the obligations? So the info is updated more than monthly...
	Question: 14 months is the AVERAGE. Some projects are held up here for years. WHY?		Question: 16 months is the AVERAGE. Some projects are held up here for years. WHY?					
GOAL: Reduce overall timeline to 18 MONTHS								

Current State and Opportunities for Improvement (Phase I)

Project Closures Phase I Current State (Mapped February 2019)(Phase I Event)



Opportunities for Improvement (OFIs)

	Create C&A Memo automatically in CMS (or some other system)
1	<ul style="list-style-type: none"> Some data could be added from other systems
2	Not critical to Finals box: <ul style="list-style-type: none"> Ratings Closeout Report
3	Could reduce distribution of C&A Memo
4	Eliminate 'Closure Memo' for SiteManager projects (Closure Memo in Appian)
5	Rethink vegetation wait for Acceptance
6	Rethink Environmental commitments
7	CCF: Check to see if environmental commitments
8	When sign-off in Appian, stipulating that no more payments coming for consultants
9	Remove A/P from Finals

Project Closures Phase I Event Notes – September 18 and 24, 2019

10	Early de-obligation in Phase I <ul style="list-style-type: none"> When estimate is entered in VPINS have VPINS send a notification to Marv Kingsbury to update FMIS
11	Evaluate who is responsible for receipt of Finals package/issuance of Closure Memo
12	Identify/correct "blind spots" for Project Manager involvement
13	Move Closure Memo earlier in process?
14	Do we need spreadsheets for closure? (Finals report)
15	Program manager verify project is not on the MOD list; work with A/R to process MOD before sign-off.
16	Proposed Appian Enhancements <ul style="list-style-type: none"> Remove A/P from Routing Different email distribution (not just Meredith in Accounting) at "finaling" by Finals Engineer Add notation to Appian signature interface explaining what signature means Add "what happens next" text to Finals Memo Sequential vs. parallel distribution of Finals routing Add Materials to Routing distribution

Engagement Summary Report and Task List (Phase I)

VTrans Performance Section Continuous Improvement Unit

ENGAGEMENT SUMMARY REPORT – PROJECT CLOSURES PHASE I

PROJECT TYPE

Kaizen Blitz: September 18 and 24, 2019

Sponsors: Lenny LeBlanc – Chief Financial Officer, Finance and Administration Division and Wayne Symonds – Chief Engineer, Highway Division

Champions: Sue Scribner – Director Municipal Assistance Bureau, Highway Division and Diane Bigglestone – Accounting Unit Supervisor, Finance and Administration Division

Lead Facilitator: Michael Lozier – Performance Section Continuous Improvement Unit

PURPOSE

To identify opportunities for improving the Project Closure Phase I process (from project Acceptance Date to issuance of the project Closure Memo).

ENGAGEMENT SUMMARY

The team performed a review and value stream of Current State process mapping; identified customers, technology applications and systems, and opportunities for improvement (OFIs); mapped a Future State process design; compiled Key Performance Indicators (KPIs) and related metrics for measuring success and value added; and developed a plan for implementing the Future State design.

OPPORTUNITIES FOR IMPROVEMENT

The Project Closures Event relates to activities on-going to reduce the Agency backlog of Inactive and Open projects, and to help ensure a closure process moving forward that takes less time, is transparent, has real-time attention of responsible participants, and contributes to improved internal control of federal funds.

Specifically, and as summarized through activities identified in the Implementation Plan, opportunities were identified for removing a portion of the paperwork currently required for project box submission to the Finals Unit; for enhancing workflow within the Appian platform for Construction Contract Finals (CCF) to ensure appropriate, timely, and dedicated sign-off that certifies payment under all related open contracts is complete; for eliminating current 'blind spot' origination and processing of the existing paper 'Closure Memo' as a contributor to closure lag; and in turn allowing for a more seamless system advancement to Phase III process participants (Agency financial operations and FHWA).

KEY PERFORMANCE INDICATOR(S) / METRIC(S)

KPI	METRIC	
	Baseline	Target
Duration*		
Time to Close Project (complete Phase I and III)	36 months	12½ months
Time to Complete Phase I	30 months	8½ months
Quality		
Number of Projects Reopened Following Closure	5/year	0/year
Transparency		
Number of Projects Without Designated Current Project Manager	>33	0

*Note: As an average for all federally funded Site/Manager design-bid-build construction projects, on an FFY basis.

DOCUMENTATION (attached)

- A3
- Event Notes
- Event Future State Process Map
- Event Implementation Plan

Performance

Phase I Implementation Plan

+ new task or edit this list

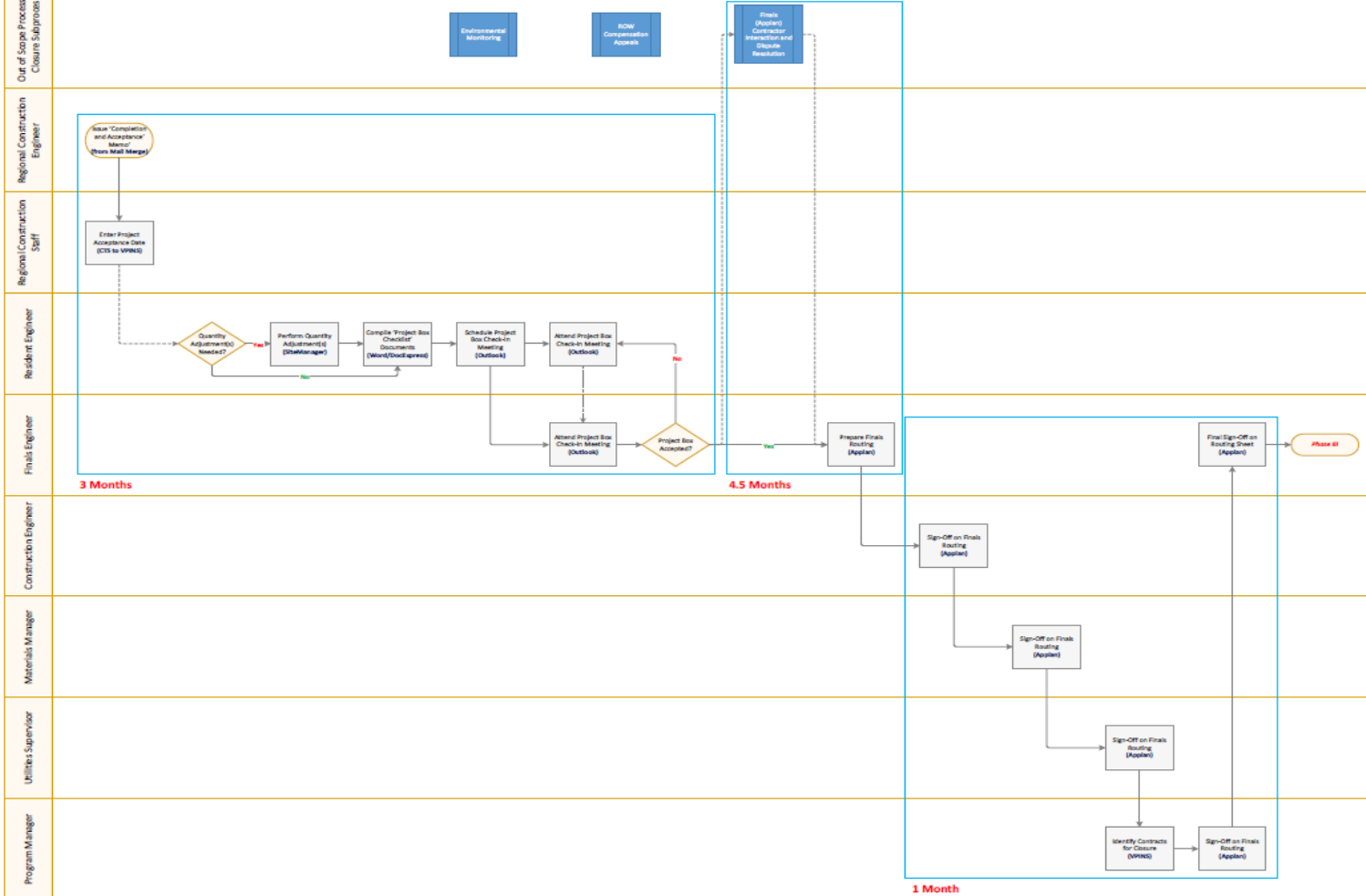
Phase I Implementation Plan Calendar Completed ... Find an item

Task ID	Task Category	Task Name	Due Date	Predecessors	Assigned To	% Complete	<input checked="" type="checkbox"/>	Any Day Notes	10/17 Check-In Notes
1	FHWA	Confirm Requirements for Final Voucher	October 9, 2019		<input type="checkbox"/> Kirby, Patrick (FHWA)	100 %	<input checked="" type="checkbox"/>		Financial records are in order and all federal requirements have been met; no physical requirement to see documents at Final Voucher; required comment in FMIS field (A/R)
2	Check-In Meeting	Check-in Meeting #1	October 17, 2019		<input type="checkbox"/> Lozier, Mike	100 %	<input checked="" type="checkbox"/>		
3	Check-In Meeting	Check-in Meeting #2	October 31, 2019		<input type="checkbox"/> Lozier, Mike	100 %	<input checked="" type="checkbox"/>		
4	Update Process Forms	Evaluate/Reduce E&A Memo Distribution	November 1, 2019		<input type="checkbox"/> Bonneau, Douglas	100 %	<input checked="" type="checkbox"/>	Update received 01/10. Two confirmation rounds completed, and owner discretion utilized in arriving at final distribution list.	
5	Update Process Forms	Update Project Box Checklist	November 1, 2019		<input type="checkbox"/> Fontana, Eric	100 %	<input checked="" type="checkbox"/>		
6	Appian	Evaluate CCF updates and associated costs (Appian)	November 1, 2019		<input type="checkbox"/> Geschwind, David <input type="checkbox"/> Fontana, Eric	100 %	<input checked="" type="checkbox"/>	Support contractor to provide estimate for TBD items by EOD 11/06. Task complete 11/08 and update posted.	Meeting 10/17 to discuss Phase I/Phase III requirements; submit to ATS for quotation 10/22

(As-Built) Future State and Process Step Narrative (Phase I)

Project Closures Phase I Future State Final As-Built (May 2020)

Phase I: C&A Memo Acceptance Date to [Creation of Closure Memo] Notification of Finals Engineer Sign-Off – 8.5 Months



Project Closures Phases I-III (September – November 2019 Lean Event) Implementation Future State Final As-Built May 2020

Phase I - (SiteManager projects): C&A Memo Acceptance Date to [Creation of Closure Memo] Notification of Finals Engineer Sign-Off

Step	Task Description	Task Owner	Application/Database System	
Sub	<i>Environmental Monitoring</i>	Environmental		
Sub	<i>ROW Compensation Appeals</i>	Right-of-Way		
Begin Closure Process	1 Issue 'Completion and Acceptance Memo'	Regional Construction Engineer	Mail Merge	
2	Enter Project Acceptance Date	Regional Construction Staff	CTS to VPINS	
3	Perform Quantity Adjustment(s)	Resident Engineer	SiteManager	
4	Compile 'Project Box Checklist' Documents		Word/DocExpress	
5	Schedule Project Box Check-In Meeting	Finals Engineer	Outlook	
6	Attend Project Box Check-In Meeting			
7	Accept Project Box			
Sub	<i>Finals</i>	Construction Engineer	Appian	
8	Prepare Finals Routing			
9	Sign-Off on Finals Routing			
10	Sign-Off on Finals Routing			
11	Sign-Off on Finals Routing			
12	Identify Contracts for Closure			Program Manager
13	Sign-Off on Finals Routing			VPINS
14	Final Sign-Off on Routing Sheet	Finals Engineer		

To Phase III

Engagement Value Add

- Application and System Enhancements (Appian and VPINS)
- Embedded 'triggers' to advance closure promptly
- Elimination of paper 'Closure Memo' and its complex data and routing requirements
- Defined accountability: Efficient (the right work) and effective (by the right people)
- Improved process transparency
- Higher quality deliverables
- Shorter time duration in completing closure 'hand-off' to FinOps
- Shorter time duration in completing final voucher 'hand-off' to FHWA
- Streamlined closing of expenditure accounts and contracts
- More efficient use of federal and state program funds

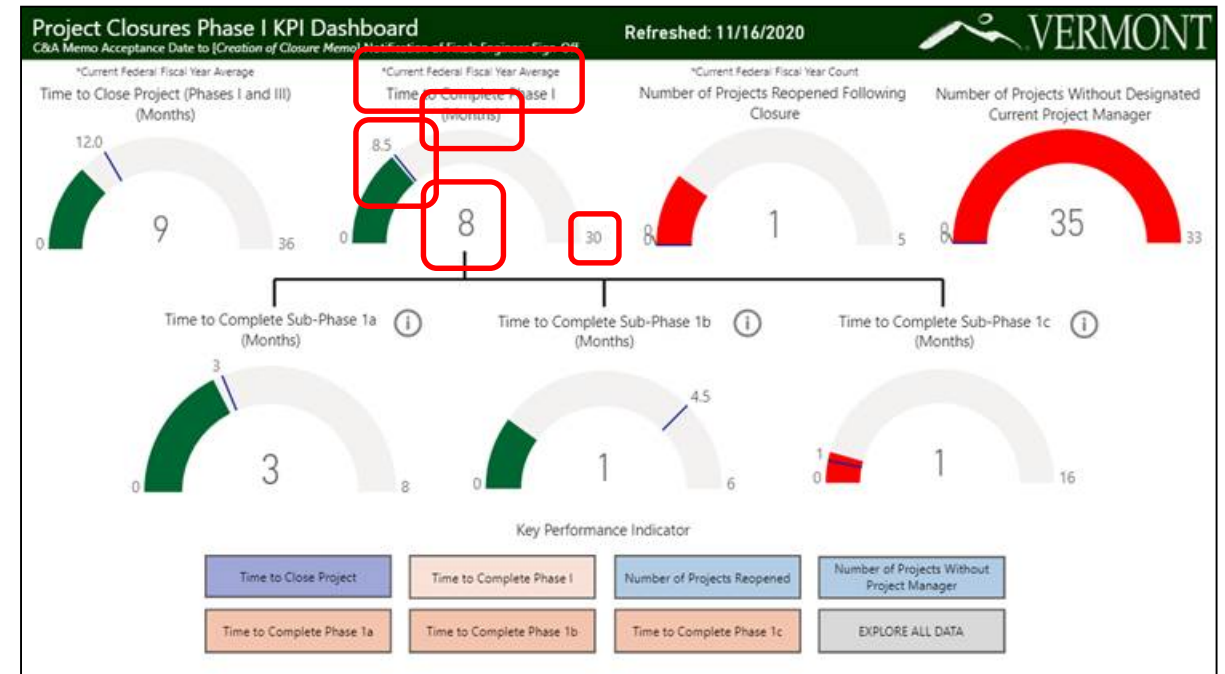
Performance Management Dashboards and Continuous Improvement

MEASURING SUCCESS

A **Key Performance Indicator (KPI)** is a quantitative or qualitative assessment of performance that can be measured, tracked, and reported on. A KPI can have its basis in Time, Cost, Quantity, Quality, Production/Throughput, (Process) Complexity/Transparency, Customer Satisfaction or other.

A **metric** is the actual data supporting a specific KPI. A **Baseline metric** indicates a measure taken prior to implementing improvements. A **Target metric** indicates a desired measure as a result of implementing improvements. An **Actual metric** indicates a confirmed measure resulting from implementation of improvements.

Phase I								
KPI	Metric		KPI	Metric		KPI	Metric	
Duration	Baseline	Target	Quality	Baseline	Target	Transparency	Baseline	Target
Time to Complete Phase I	30 months	8.5 months	Number of Projects Reopened Following Closure	5/FFY	0/FFY	Number of Projects Without Designated Project Manager	>33	0
Subphase Ia	8 months	3 months						
Subphase Ib (Finals subprocess)	6 months	4.5 months						
Subphase Ic	16 months	1 month						

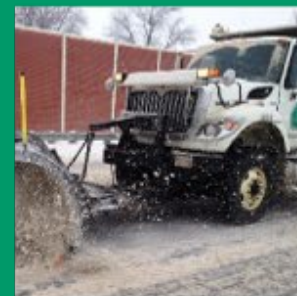
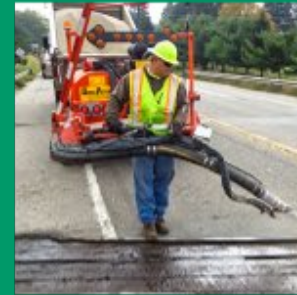


Performance Monitoring within business areas

Follow-up Continuous Improvement engagement as needed

Thank You!

OHIO DOT PROJECT CLOSE OUT MAPPING



PROJECT CLOSE OUT

Alana Haberman ODOT

Dan Balsley ODOT

Jessica Patterson FHWA Ohio Division

PROJECT CLOSE WORKSHOP

- **4 Day event March of 2018**
 - Understanding we had a problem
 - We did not know what to expect
 - Pulled together all disciplines related to ODOT Projects with our FHWA partners
 - ODOT Finance was acting as project manager
 - Identified areas of weakness in communications
 - Ended session with commitment to improve process for the agency

PROJECT CLOSE OUT - THE PROCESS

- Finance took the lead on follow up
 - Created a spreadsheet to track progress on each Division as well as keeping the Districts involved
 - Real Estate
 - Environmental
 - Rail
 - Opportunity Diversity and Inclusion (ODI)
 - Local Programs
 - Construction
 - Slowly started mapping to solutions
 - Keeping FHWA Ohio Division apprized of our progress along the way
 - Took 1 year to see any significant progress

THE ACTION PLAN

PROJECT CLOSE OUT PROCESS IMPROVEMENTS

10/5/2018

Action Item	Completion Date	Last Action Date	Comments	Status	FHWA Follow up Questions/Comments
Project Closeout Roadshow	5/31/2018		Finance continue their "Project Closeout Roadshow" and commit to continuing education within all districts/divisions to ensure everyone knows exactly what is required of them to close projects in Finance and comply with federal regulations.	Spring Schedule is in process	Is this going to be a continuous process annually to educate new employees? FHWA would like to know when these are occurring and possibly attend.
Project Close Out Point Person	5/31/2018		ODOT to appoint one contact liaison in each district/division to tie together all the parts and pieces when a project is completely finished and to communicate that back to Finance. COMPLETE: List is attached to this report. On the contact list the green highlighted names are the District Capital Programs Administrators (CPA). The CPAs are the supervisors we will escalate our requests to should we not get responses we need in a timely manner.	Complete, list sent to FHWA.	
ODOT List of Contacts	5/31/2018		List of Contacts to elevate concerns for project close out. If first level of communication is non responsive who to elevate the situation to at a higher level. The list is completed using the CPA as the immediate elevation contact.	Complete, sent to FHWA	Is there a conflict resolution process SOP to determine when a concern gets elevated?
New Page in Ellis for Finance	6/26/2018		ODOT Finance and Ellis Team to roll out new pagelet in Ellis, which will house vital project information including the Performance End Date and FMS close date. COMPLETE: The pagelet has been deployed.	Complete, This was deployed in ELLIS in June 2018	
Add Real Estate to Federal Reimbursement End Date (FRED) email system	9/26/2018		Working through process with ROW and Utilities. Waiting on Real Estate to provide contact list for Notification emails.	ODOT Finance adds and deletes people as notified from the Districts or Divisions. We have completed our first of annual updates as well.	
Glossary of Common Terms	8/17/2018		Current Version complete	Complete	
Performance End Date to Site Manager	10/29/2018		Notification received that the Performance End Date has been successfully populated in Site Manager.	Complete, added to Site Manager in October 2018	
Close Process for Real Estate		5/1/2019	Initial discovery meeting held with Real Estate. ROW and Utilities. Additional actions items assigned to Real Estate - waiting on a reply.	See Real Estate Tab	
Close Process for Rail	10/15/2018		Discovery meeting scheduled	See Rail Tab	
Close Process for ODI		3/27/2019	Discovery meeting scheduled	See ODI Tab	
Environmental Close Process		10/19/2018	Initial meeting have been conducted. A potential solution has been drafted. ODOT to schedule meeting with FHWA.	See Environmental Tab	
New Accounting system		10/1/2021	ODOT agrees that there is a desire to eliminate paper process where possible. Finance is limited currently on electronic process due to restriction of the current accounting system. The hope is with the implementation of a new web-based accounting system there will be increased efficiency for the agency. This becomes part of the design of a new accounting system.	On going	
All processes documented to Divisions with desired action items		6/30/2019	ODOT goal was to create an agency wide awareness of the inherent problems in project close outs. ODOT Finance wanted to understand how different entities get to a project close status that indicates we should move forward. Additional meetings are being held to outline the current processes for LPA, Rail, Real Estate, Environmental and ODI and then review for efficiencies and communication with the Finance team. We feel we have made good strides already in our communications and will continue to create processes that involve the appropriate Districts and Divisions. Our goal is to have all processes documented to Divisions with desired action items	Still working through details with some Divisions. Some documents are attached. Some processes are documented in project close out form.	Can we receive copies of processes that have been completed? What is the updated date of when you plan to have all processes documented?
LPA Project Close	3/30/2019		Finance met with the LPA team to map their process and incorporate into the overall project close out processes for the agency.	Following up with Local Program for Status	What is the status? Where is the process MAP for this?
Project Close Out Form		7/3/2019	A form that is passed within the Districts during the close out process that documents when each portion of a project is complete. To be maintained by the District Ellis Coordinator. Finance is working with DOT to put the form on SharePoint for more effective tracking of projects.	Electronic form is progressing into development. We are incorporating changes as requested when visiting the Districts to discuss the form. Feedback is very positive.	
Follow up Questions for ODOT?					

On original action plan it stated "Finance will track common errors for training opportunity". This was not on the action plan so what is the status of the activity?
 RE/Design Standalone projects - how are these being closed and are their challenges? Is the process mapped out and who is the ODOT POC?
 SPR - Action plan does not include anything about inefficiencies mentioned in workshop. Probably need to create a tab for this action plan

COMMUNICATION AND TRACKING

- **Communication and Training**
 - Showcasing the action items required to close a project
- **FRED**
 - Federal Reimbursement End Date
 - Performance End Date to the rest of America
 - Automatic Email notifications - 90 days out
 - Date added to planning system (Ellis)
- **District Visits**

BEST PRACTICES

- **Commitment from Senior Leadership**
 - Commitment from the Director and Deputy Directors to support the change and Federal Highway Division Administrator
- **Encouragement from FHWA -continuous follow up**
 - Commitment from Program Managers to work with the Districts and Central Office in continued process improvements
- **District Training/Communication**

CHALLENGES

- First acknowledgement that we had an issue
- Buy in from Divisions on importance of process
- Tracking Progress
 - Individual Mapping sessions
- System Changes
 - IT Development
- Continued Training

END RESULTS

- Where are we now
 - Electronic Service Now Application
 - Launched July 1, 2020
 - Months of design work to create universal process
 - Continued education and district meetings
 - Mandatory use by entire agency going forward

ELECTRONIC FORM DEMONSTRATION

Section 1: Reason to begin project close out review - To be completed by LPA Manager

* To be completed by

Date of final invoice submission

Does the project require an LPA Program Final Report?

Other reason

Section 2: To be completed by Real Estate Administrator

* To be completed by

Right of Way

Was property acquired on this project?

Section 3: To be completed by Real Estate Administrator/LPA Coordinator

Utilities

Are there utility costs on the project?

Are there any future funding events in Ellis?

Have all eligible utility relocation reimbursements been paid?

Section 4: To be completed by Railroad Coordinator/LPA Coordinator

* To be completed by

Are there any future funding events in Ellis?

Railroad Coordination

Are there railroad costs on the project?

Are 100% of the railroad costs the responsibility of the local agency?

Webinar Overview



Wrap-Up

Thank you for attending today's webinar

The BATIC Institute will post responses
to all questions received today on its website

The recorded webinar will also be available
on the BATIC Institute website:

www.financingtransportation.org

UPCOMING BATIC INSTITUTE OFFERINGS