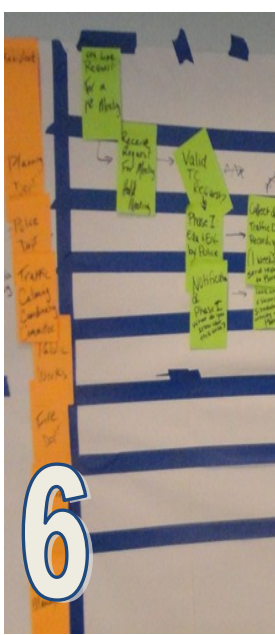
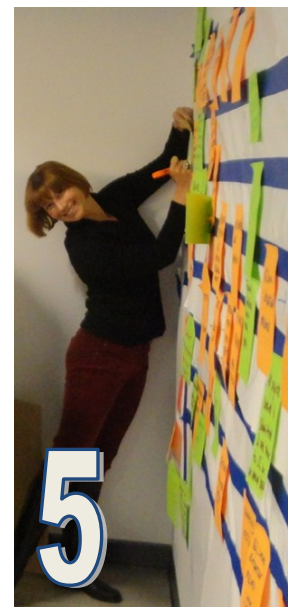
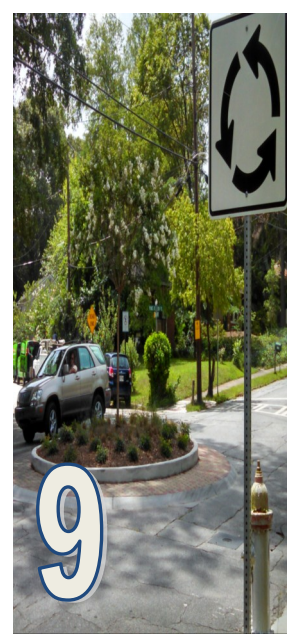


David Junger, Project Sponsor	Assistant City Manager	Public Works
Lena Stevens, Project Manager	Resource Conservation Coordinator	Public Works
Jennings Bell	Project City Engineer	Public Works
Cheryl Burnette	Assistant Director	Active Living
Linda Harris	Chief, Division of Civic Engagement, Education & Communication	Community & Economic Development
Tim Karolyi	Police Sargent	Police
Tony Kemp	Street Crew Supervisor	Public Works
John Madajewski	Senior Engineer	Public Works
John [unclear]	Director, Design, Environment, Construction	Public Works
James [unclear]	Captain	Fire and Rescue
Amanda [unclear]	Planning Director	Community & Economic Development



City of Decatur Traffic Calming Process Improvement				
IMPLEMENTATION PLAN				
	LEAD	"Just do it!"	Done	Target Date
PROJECT MANAGER: DAVID JUNGER				
STRUCTURE				
1	Assign a project manager for the Traffic Calming Process Improvement Implementation Plan.	David		
2	Formalize the staff Traffic Calming Committee. Identify the departments and the designees.	David	X	
3	Clarify the roles and responsibility of the team in responding to the resident's request.	All	X	
TECHNICAL RESEARCH AND DEVELOPMENT				
4	Examine the evaluation techniques used by Police to study the speed, traffic counts (traffic data recorder) and any additional data collection methods/information, such as a crash history. Ensure this is consistent with Appendix A Prioritization Table. Examine current and potential education and enforcement methods used by police to calm traffic.	Police		
5	Define what constitutes an affected area for traffic calming. Develop a list of questions to help define what an affected area may be.	John (PWD)		
6	Develop a list of current pending traffic calming requests. Route to expanded management team.	David		
7	Evaluate current pending projects using the Appendix A Prioritization Table to help staff understand how to use the rating criteria.	Jennings		
8	Develop and evaluate the projects after they have been built	Committee		
9	Define simple complex projects	Jennings		
10	Develop a traffic calming measures with pictures and descriptions	Aaron		
11	Develop a survey form- the purpose being that 75% of the affected area feels that traffic calming is a concern, and should be investigated further by the City.	Jenni		
PRIORITIZATION AND FUNDING				
12	Analyze the prioritized list of projects for consideration into the Budget/ CIP process	Committee		



City of Decatur, Georgia's Process Improvement Story

Steps to Lean Process Improvement Success

Don't forget your resources: A facilitator, background data on the issue, the right people, butcher paper, colored post it notes, markers, a light-filled room, coffee and food!

1

What's your problem?

Do your research! What is it that you are trying to solve? Consider starting small, gaining success, and moving on to more complex issues. Dissatisfaction with the status quo, employee-generated ideas, areas of customer interaction, internal services are all good places to start.

2

How do I make sure I don't get in trouble?

Remember to engage your senior leaders; executive support is paramount. This must be a problem that NEEDS to be solved. Also remember that you may need to engage external stakeholders and consider making them a part of the Lean process improvement event.

3

Who's on the team?

Anyone that has responsibility for the process. Consider including an employee with an objective view without knowledge of the topic. Consider inviting an external stakeholder of the process. This is a great opportunity to build good will among residents and staff and to gain important insight.

4

How do I identify the current process?

Using butcher paper on the wall and swim lanes for positions, ask a facilitator to lead the team in a discussion through each step in the current process. You will be surprised how much employees know, and don't know.

5

How do I capture improvement ideas?

As the team talks through each step, the facilitator captures the step on a post it note and places it in the appropriate swim lane- moving from left to right until you complete the process. Save another color of post-it notes and encourage the team to document their own improvement ideas as the current process is mapped. After the current process is documented, each person can place their idea near the step it most closely improves. You'll be amazed at how quickly the new ideas spread. Review these new ideas together.

6

Where's the improvement?

Develop the ideal future state. Considering all that has been shared and discussed, and map out what the best process would look like. This will include new positions, different roles, and different steps.

7

How do we get from current state to future state?

Create an implementation plan! Tasks, target dates, ownership. Including the team, present the project to your City Commission before you have made significant changes- giving them an opportunity to provide ideas and input.

8

How do we make people actually do what they are supposed to?

Identify a project manager and hold routine team meetings. Check your items as completed and move on to the next.

9

Celebrate progress!

Document your savings and improvements. This includes staff time, process time, money, resources.