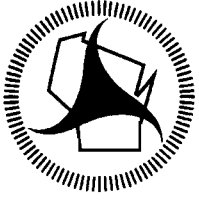


**State of Wisconsin
Department of Transportation**

**BIENNIAL REPORT
2007-2009**





Wisconsin Department of Transportation

www.dot.wisconsin.gov

Jim Doyle
Governor

Frank J. Busalacchi
Secretary

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November 12, 2009

The Honorable Jim Doyle
Governor of Wisconsin
State Capitol Building
Madison, Wisconsin 53702

Wisconsin State Legislators
State Capitol Building
Madison, Wisconsin 53702

Dear Governor Doyle, Members of the Legislature, and Citizens of Wisconsin:

I am pleased to submit the 2007-09 Biennial Report for the Department of Transportation (DOT). This report not only reviews the department's performance and accomplishments during the past two years, but it also outlines goals and objectives for the 2009-11 biennium.

Maintaining strong partnerships with federal, state, and local officials is an important component in supporting and improving Wisconsin's transportation network. During the 2007-09 biennium, the department was not only able to complete highway, airport, harbor, and public transit improvements in communities throughout the state, but we also accomplished projects of substantial size and scope. Reconstructing the Marquette Interchange in downtown Milwaukee, the largest highway construction job ever in Wisconsin, was completed safely, ahead of schedule, and under budget thanks to the cooperation and involvement of the entire community.

The department was also able to coordinate with both our federal and local partners to distribute over \$380 million in American Recovery and Reinvestment Act (ARRA) funding for transportation projects in FY 09. With an estimate of at least an additional \$100 million of new ARRA funding in FY 10, we will continue to maintain accountability and transparency in the use of the funds.

WisDOT will emphasize our partnerships in the 2009-11 biennium during which we will face unprecedented challenges brought on by the downturn in the economy. Investing in transportation infrastructure will be a critical part of stimulating economic growth by affording Wisconsin the opportunity to create jobs and bring long-term benefits to communities. The department's priorities for the next biennium reflect our continued commitment to providing leadership in transportation while addressing the changing environment in which we do business.

Your comments and inquiries regarding this report are welcome. I encourage all Wisconsin citizens to take advantage of the many opportunities to become informed and involved in transportation projects and policies that impact our state and local communities.

Sincerely,

A handwritten signature in black ink that reads "Frank J. Busalacchi".

Frank J. Busalacchi
Secretary

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DOT's Strategic Directions (2008-2009)

The Department of Transportation's strategic plan for 2008-09 focused on realigning the 2006-07 plan. While the core elements remained, certain aspects of the plan were adjusted to reflect the current environment. The 2008-09 plan was established around the key principles of:

- Sustaining commitments to the mission, vision, and values of the department, DOT customers, and DOT employees
- Identifying and addressing new realities.
- Integrating actions within the agency and with public and private stakeholders.

MISSION STATEMENT:

Provide leadership in the development and operation of a safe and efficient transportation system.

VISION STATEMENT:

Dedicated people creating transportation solutions through innovation and exceptional service.

VALUES:

Accountability. Being individually and collectively responsible for the impact of our action on resources, the people we serve, and each other.

Attitude. Being positive, supportive, and proactive in our words and actions.

Communication. Creating a culture in which people listen and information is shared openly, clearly, and timely-both internally and externally.

Excellence. Providing quality products and services that exceed our customers' expectations by being professional and the best in all we do.

Improvement. Finding innovative and visionary ways to provide better products and services and measure our success.

Integrity. Building trust and confidence in all of our relationships through honesty, commitment, and the courage to do what is right.

Respect. Creating a culture where we recognize and value the uniqueness of all our customers and each member of our diverse organization through tolerance, compassion, care, and courtesy to all.

Teamwork. Creating lasting partnerships and working together to achieve mutual goals.

Emphasis areas to guide business planning in each division:

- 1) Value and develop employees.
- 2) Anticipate and meet our customers' needs.
- 3) Continually improve processes and partnerships.
- 4) Provide and operate a safe and secure transportation system.
- 5) Enhance opportunities for mobility and economic growth.

The department's complete strategic plan can be viewed at:
<http://www.dot.wisconsin.gov/about/docs/strategicplan.pdf>

Department Organization and Schedules

Established in 1967, DOT supports all forms of transportation across Wisconsin. DOT works closely with other state, federal, and local agencies to meet changing and growing travel needs and provide the safest, most efficient, and highest quality transportation services to the state, its citizens, and its many visitors.

The department is organized to include three executive offices that report to the Office of the Secretary and five program divisions:

- Executive Offices
 - Office of General Council
 - Office of Public Affairs
 - Office of Policy, Budget and Finance
- Division of Transportation System Development
- Division of Investment Management
- Division of State Patrol
- Division of Motor Vehicles
- Division of Business Management

DOT's main office is located in Madison, but the department maintains regional offices throughout the state as a way to preserve the local approach to transportation development and better serve customer needs.

Additional information on the department's organization including current organization charts, regional office locations, and directions is available online:

<http://www.dot.wisconsin.gov/about/index.htm>

The department presently has over 450 different work schedules used by its 3,145 full-time employees, which includes all permanent, project, and unclassified positions, based on September 2009 payroll records. These schedules allow employees to adjust their starting and leaving times and lunch breaks. DOT also allows three- and four-day workweeks for some employees.

The department's 135 permanent part-time employees and 4 seasonal employees use over 120 different work schedules. These range from 0.3 to 0.95 FTE.

Division Update: Executive Offices

The Executive Offices oversee department operations, policies, and positions on issues related to all divisions and the state's transportation infrastructure.

Office of the Secretary

The department Secretary plans, directs, coordinates, and executes the statutory requirements of the Wisconsin Department of Transportation. The Secretary makes departmental appointments according to state law and is the Governor's designated highway safety representative and gubernatorial secretary of the Mississippi River Parkway Commission.

The Office of the Secretary provides the overall direction to DOT programs, submits the department's biennial budget request to the Governor, directs the legislative program, and develops long-range plans for transportation development and maintenance.

Office of General Council (OGC)

OGC provides legal counsel and advice to the Secretary, division administrators, department staff, the Governor, and other government officials in matters relating to transportation. The office also assists the Secretary in identifying needs and formulating the department's legislative and administrative rule making program. Additionally, OGC coordinates legal affairs with the Governor's Office, the Department of Justice, the Department of Administration, and other local, state, and federal offices in matters involving government regulation and transportation business.

Office of Public Affairs (OPA)

OPA provides communication expertise and services to increase public understanding and awareness of DOT's programs, policies, and services. The office works in partnership with program staff to inform and educate the public and DOT employees about department programs and services. OPA coordinates media relations, communications support, employee communication, and Web communication.

Office of Policy, Budget and Finance (OPBF)

OPBF supports the department in developing sound and innovative transportation, financial, and management strategies. Working under the direction of the Secretary's Office, OPBF provides:

- Budget development services for the department's biennial and operating budgets.
- Transportation Fund management and revenue bonding for major highway programs.
- Policy, program, and financial services.
- Internal program and fiscal reviews.
- Financial reporting, data collection, and assurance to DOT and key stakeholders.
- Budget and policy information to DOT and key stakeholders.

Division Update: Division of Transportation System Development

The Division of Transportation System Development (DTSD) provides leadership in the planning, development, and operation of safe, reliable, and efficient transportation systems. The division is headquartered in Madison with regional offices in Rhinelander, Wisconsin Rapids, Green Bay, Eau Claire, Superior, Waukesha, La Crosse, and Madison.

2007-2009 Accomplishments

American Recover and Reinvestment Act (ARRA)

DTSD achieved ARRA-related successes in local program, state projects and reporting activities.

Local Program:

DTSD began the local ARRA program planning process in early February 2009 and anticipates receiving all local plans, specifications, and estimate packages by the end of the 2009 calendar year. Seventy five local ARRA projects were let in 2009 totaling approximately \$66 million in construction awards. DTSD anticipates 176 local ARRA projects planned for 2010 letting at a construction estimate of \$128 million.

State ARRA Projects:

- In 2009 there were 58 projects for a total award of \$254.1 million:
 - 11 projects in the Southwest Region totaling \$54.2 million.
 - 10 projects in the Southeast Region totaling \$86.3 million.
 - 15 projects in the Northeast Region for \$69.5 million.
 - 11 projects in the North Central Regions at \$21.2 million.
 - 11 projects in the Northwest Region totaling \$22.9 million.
- In 2010 the division anticipates an additional 10 projects totaling \$26.4 million:
 - Three projects in the Southwest Region for \$1.2 million.
 - Three projects in the North Central Region at \$3.7 million.
 - Four projects in the Northwest Region totaling \$21.5 million.

Reporting Activities:

Since March 2009, DOT has reported as required on ARRA-funded highway projects. The general content of these reports focuses on fund obligations, costs, work-progress, and employment data. The division provides quarterly reports to the federal Office of Management and Budget, monthly data feeds to the Federal Highways Administration Recovery Act Database, and reports requested by the Congressional Committee on Transportation and Infrastructure. DTSD also produces a monthly ARRA progress report for the DOT Secretary.

For additional ARRA information including project lists, see the DOT website:

<http://www.dot.wisconsin.gov/projects/recovery/>

Highway Construction Highlights

- I-94 North/South. Completed mitigation work and began construction. Completed first full construction season with work in Milwaukee, Racine, and Kenosha counties.

- Zoo Interchange. Began the effort to plan the future of the Zoo Interchange by completing a draft of the Environmental Impact Study and holding a public hearing in June 2009.
- Marquette Interchange. Celebrated the opening of the Interchange on August 19, 2008, ahead of schedule and under budget. Planning, designing and construction work by Disadvantaged Business Enterprise (DBE) consultants and contractors exceeded \$100 million.
- US 41. This \$1.5 billion major project ensures safe and efficient travel within the US 41 corridor, which connects two of the largest regional economies in Wisconsin: Southeast Wisconsin and the Fox Valley. The project to improve and expand 31 miles of US 41 in Brown and Winnebago counties began in summer, 2009. Of the nearly \$34 million in construction that was started, approximately \$30.5 million is ARRA funded. In 2010, \$100 million in contracts will be let for the 17-mile segment in Winnebago County. Construction begins on the 14-mile Brown County segment in fall of 2010.
- US 10 West. Expanded US 10 between STH 13 near Marshfield to I-39 north of Stevens Point. A new four-lane highway will bypass the communities of Auburndale, Blenker, Milladore, Junction City, and downtown Stevens Point west of I-39. The first segment from I-39 to STH 34 north has been opened. The rest is anticipated to be open in the fall of 2012.
- US 51/STH 29. Reconstruction of seven miles of US 51/STH 29 between Foxglove Road and Bridge Street in Marathon County, including expanding the number of lanes to six between the STH 29 east and west interchanges is currently 85% complete and anticipated to be finished in 2010.
- I-39/90. Completed the Environmental Assessment for the eventual reconstruction of I-39/90 from the Illinois state line to Madison. The corridor, which is over 50 miles long and will qualify as a "mega" project, covers a diverse area and will include extensive public involvement.
- Milwaukee Intermodal Station <http://www.dot.wisconsin.gov/projects/state/amtrak-term.htm>. The ribbon-cutting ceremony for the Milwaukee Intermodal Station was held on November 26, 2007. This project was a public/private partnership between the DOT, City of Milwaukee, Federal Transit Administration, and Milwaukee Intermodal Partners. The project cost nearly \$17 million and 22 DBE contractors were involved in \$3.3 million of the work. This space serves Amtrak, Greyhound, Lamers, Wisconsin Coach and Indian Trails bus lines in addition to housing restaurant and retail space and the State Traffic Operations Center (STOC).

Flooding Response

Significant and prolonged flooding events occurred in August, 2007 in Vernon, Richland, and Crawford Counties and again in June, 2008 mainly in Sauk and Columbia Counties. Southwest Region personnel worked closely and cooperatively with other DTSD regional offices, the Division of State Patrol, local law enforcement agencies, county highway departments, emergency response personnel, and the Wisconsin Department of Natural Resources (DNR) to maintain safety and order on the transportation infrastructure. Although many highways had to

be closed temporarily, including parts of the Interstate in both the Portage and Johnson Creek areas, motorist safety was preserved, damage to highways and bridges was relatively minimal, and repairs were carried out quickly and efficiently to restore normal travel conditions.

Lake Delton Restoration

The June 2008 flooding caused the failure of CTH A at Lake Delton and complete loss of the Lake Delton flowage. This disaster interrupted an important local transportation route and devastated the local and state tourism economy. The department used a fast-track approach to restoring CTH A and Lake Delton that resulted in closing the breach by late 2008, restoring traffic to the road by November 2008, and refilling the lake by spring 2009 which beat the scheduled final filling date by nearly one month.

COOP – Pandemic Planning

DTSD updated the division's COOP Incident Plans and developed Pandemic and COOP recovery plans for the bureaus, regions, and the administrator's office. DTSD conducted eight orientation sessions around the state for both department management and staff. In response to a Department of Administration (DOA) directive for agencies to complete morning reports, DTSD developed a process and computer application for morning reports that has gone department-wide and also in DOA.

Emergency Traffic Operations (ETO)

DTSD's ETO initiative achieved multiple successes including:

- First Responder Training. Staff from the STOC conducted training sessions statewide for first responders and developed evacuation guidance for Fond du Lac, Oshkosh, Appleton, Green Bay, Madison, and West Allis.
- Traffic Incident Management. The STOC created and distributed outreach materials to a variety of agencies including fire, police, and public works. Staff from the STOC hosted the 2009 Traffic Incident Management Conference with 220 attendees. As a part of the evacuation and emergency traffic operations work, the STOC continued development of alternate route guides in all five regions.
- Traveler Information. The STOC managed the launch of the Wisconsin 511 system <http://www.511wi.gov/Web/> which compiles various traveler information components and can be a resource for the traveling public. The STOC partnered with the UW Madison Traffic Operations Safety laboratory to launch the DOT lane closure system which tracks and logs all lane closures statewide.
- Intelligent Transportation System (ITS) Infrastructure. STOC staff designed and deployed traffic camera systems in Green Bay, Rock County, and Wausau. In addition, the STOC designed ITS infrastructure plans for the North/South Corridor project including a traveler information system that is able to alert motorists to travel delays through work zones.
- Emergency Traffic Operations. Beginning in November 2008, southeast region managers, bridge engineers, and communications personnel worked with the Division of State Patrol to prepare for adverse weather conditions, identify regional areas prone to bad weather and flooding, and complete necessary training. Through joint weekly teleconference briefings, participants discussed a number of ETO issues including

analyzing previous activities/responses and reviewing issues and potential weather-related impacts for the upcoming week.

Freight Operations

The DTSD Freight Initiative is a vital asset to the department and confirms to the freight industry that DOT is an active partner for their businesses. A truck size and weight study was completed, creating a tool to rapidly respond to inquiries from industry as well as from the Wisconsin Legislature. The process for regional reviews of Oversize and Overweight (OSOW) route permits was improved and the OSOW routing for the wind energy industry was streamlined. Construction zone mitigation and intersection designs include considerations for freight components and the department is able provide a rapid response to industry needs.

Tribal Programs & Projects

The Tribal historic preservation project is the only partnership of its kind in the US where Tribes in Wisconsin are directly involved in developing DOT's policy for federal Section 206 historic preservation review. The division has been working on this initiative for several years and is close to finalizing language and adopting the policies.

The Tribal transportation safety project was launched and road safety audits (RSAs) on the Mole Lake Reservation have been conducted. DTSD has since done an RSA on the Lac du Flambeau and Menominee Reservations and followed up with road safety planning in Mole Lake and Menominee. As a result of the Safety Project, DOT has partnered with the Menominee Nation to access its crash data which is a distinct accomplishment because as a non-Public Law 280 tribe, the Menominee Nation is not required to share data with the department.

Wisconsin Continuously Operating Reference Stations (WISCORS)

During the 2007-09 biennium, DOT developed and began implementing WISCORS, a statewide Global Positioning System (GPS) reference station network that enhances the accuracy of mobile GPS units. WISCORS has been developed in partnership with the federal and local governments and includes applications for land surveying, highway construction, and agriculture.

Safety

DTSD staff worked with the University of Wisconsin (UW) to launch TransPortal, a data management program that makes it possible to view crash records, traffic incidents, closures, and detector data. In addition, the STH 164 speed study and a report of findings were completed. Staff developed speed management guidelines and conducted multiple workshops to distribute the new guidelines to engineers, county safety commissioners, police, and sheriffs. DTSD collaborated with the UW and University of Minnesota to install, implement and analyze a rural intersection collision avoidance system at the intersection of US 53 and STH 77 in Minong and completed the first phase of locating all state and local crashes on one map. The division also developed and implemented transportation management plans that comply with the Federal Work Zone Safety and Mobility Rule, completed projects to automate detour map production, developed an on-line lane closure system with lane closure guidelines, and instituted operational standards for preserving traffic flow through using off peak and night work.

Use of Recycled Materials In Pavements

Asphalt pavement specifications were modified to allow the use of recycled asphalt shingles in the binder mix. Recycled asphalt shingles may now constitute up to 20% of the asphalt binder mix. Pavement specifications also permit the use of fly ash and foundry slag.

2009-2011 Goals

I-94 North-South Mega Project

Continue reconstruction of the I-94 North-South Freeway in Milwaukee, Racine, and Kenosha counties to address safety, congestion, and long-term pavement needs. The project runs from the Illinois state-line to the Mitchell Interchange in Milwaukee. Construction began in 2009 and will continue through 2016.

High Speed Rail

Receive the letter of intent from the Federal Railroad Administration to extend rail service to Madison. Complete station design and final engineering for the rail corridor and begin construction in 2010. Design the train shed at the Intermodal Station in Milwaukee and begin construction.

US 41 Mega Project

The project reconstructs 31 miles of roadway in northeastern Wisconsin. Work on the US 41 project will span over 17 miles of highway in Winnebago County from 2009-2016, and 14 miles in Brown County from 2010-2016.

ARRA Project Delivery

Continue to coordinate, distribute, and administer funding for ARRA projects. The division is committed to delivering a program that addresses priority improvement needs on the transportation system, provides opportunities for disadvantaged businesses, and increases employment opportunities in economically distressed areas of the state.

Resource Allocation

Manage reduced resources to ensure efficient program delivery.

Division Update: Division of Transportation Investment Management

The mission of the Division of Transportation Investment Management (DTIM) is to plan and program resources to achieve a safe, effective and efficient inter-modal transportation system. DTIM is committed to fostering internal and external partnerships, increasing efficiencies, and improving transportation safety.

2007-2009 Accomplishments

Long-Range State Transportation Planning

Work continued on developing and finalizing the state's new long-range transportation plan, Connections 2030. A public outreach plan was developed and DTIM staff completed a preliminary draft in late 2007. The long-range transportation plan has been completed and was adopted by the Secretary in October 2009.

The plan is online at <http://www.dot.wisconsin.gov/projects/state/connections2030.htm>.

State Highway Rehabilitation Program

DTIM managed project selection for the Corridors 2020 Backbone to deliver a program emphasizing cost-effective system preservation projects. For non-backbone highways, DTIM used a needs-based resource allocation model to distribute improvement program funds to the DOT regions.

Major Highway Program

Project management and change management techniques were employed to control project costs. Cost estimating was refined and tested.

Transportation Economic Assistance Program

The Transportation Economic Assistance (TEA) grant program provided financial assistance to communities for transportation improvements to help businesses locate or expand and create jobs in the state. During the biennium, \$8.9 million in TEA funds were awarded to 24 communities, creating 3,318 direct and indirect jobs and retaining over 2,160 jobs that might have been eliminated or transferred to another state.

Local Entitlement System (LES)

DOT successfully deployed the LES system and used it to improve statewide consistency and to streamline the solicitation, analysis, and approval of the 2009-2012 Local Improvement Programs (STP-Urban, STP-Rural, Local Bridge). The reporting capabilities of the system have provided local decision makers with valuable information on their use of program resources over time.

Coordinated Public Transit – Human Services Transportation Plan.

With the assistance of Wisconsin's Regional Planning Commissions, Metropolitan Planning Organizations, and county planners, DTIM organized and conducted 70 meetings to create local coordination plans for public transit-human services transportation. This plans will provide improved, more efficient service to those who depend on public transportation. DTIM staff developed an extensive tool-kit to assist local planners. The Federal Transit Administration recognizes the toolkit and Wisconsin's approach as national models.

Statewide Transit Marketing Campaign

DOT successfully led a multi media, award winning Statewide Transit Marketing Campaign from project development through production. This included campaign branding and creating a website that included a gas savings calculator and links to all Wisconsin transit systems. Customizable web banners, bus signs and wraps, billboards, and TV and radio spots were created and were easy to adapt for local transit systems. A marketing firm provided technical assistance in implementing the campaign around the state, including customization of the various media through purchasing of TV and radio ad space. An institutional marketing video highlighting the benefits of transit was created to provide information to local businesses and government officials. Measures by the marketing firm confirmed that the campaign successfully accomplished its goal of enhancing the image of public transit to public transit users, non-users, and local officials, and improving the availability of information about public transit in an effort to increase ridership.

Major Airport Projects.

During the biennium, \$175 million was invested in projects at 74 airports, a 6% decrease from the previous biennium. \$12 million of this work was funded through the American Recovery and Reinvestment Act. Projects to rehabilitate airfield pavements topped the list. Hangar areas were developed or expanded at eleven airports to keep up with the demand for aircraft storage out of the weather. Parallel taxiways were constructed or extended at six airports, keeping on-ground aircraft off active runways. A \$21 million project to improve the safety area off the runway ends at General Mitchell International Airport in Milwaukee was one of the larger undertakings. Two of the larger air carrier airports built a parking structure or significantly expanded its auto parking lot.

Improving Overall Aviation Security at Wisconsin Airports

Airport security is a priority for homeland security. During the biennium, DTIM staff conducted a campaign to educate the aviation industry and aviators in the state. Through grants from the Office of Justice Assistance, 64 general aviation airports acquired security related signage, greatly improving the security posture of each airport. DTIM staff also developed and distributed the Wisconsin Airport Security Plan to all airports. Follow-up educational visits ensure compliance. DOT's approach has become a model other states follow.

2009-2011 Goals

Long-Range State Transportation Planning

With the adoption of Connections 2030 in October 2009, efforts will shift to implementation and monitoring activities related to the multimodal long range plan. In addition, DTIM will also seek approval from department management to initiate development of a state rail plan. This effort will continue DOT's efforts to remain positioned to compete for funding and support the state's economic development emphasis.

Corridor Management Program

DTIM will continue to facilitate developing a corridor management program in the department, including developing plan criteria and providing implementation assistance.

Continue Participation in Metropolitan Transit Studies

The division will continue to be an active participant in the ongoing committees responsible for developing commuter rail systems in Dane County and between Milwaukee and Kenosha.

ARRA

DTIM will lead and oversee the successful selection, grant application process and implementation of over \$40 million in transit stimulus projects. These transit capital projects will provide critical bus and facility upgrades and replacements vital to Wisconsin's economic infrastructure, providing direct and indirect employment opportunities. In addition to the direct positive environmental impact transit offers by providing mobility options, new green technology in transit buildings and vehicles will help also provide for reduced energy consumption and cleaner energy options.

Intercity Bus Program

Staff will implement an Intercity Bus Program that authorizes the department to contract directly for intercity bus services and provides \$614,300 in FY 2010 and \$1,228,600 in FY 2011 to pay up to 50% of the net operating loss for intercity bus services not covered by existing federal intercity funding. The goal of the program is to maintain and reestablish critical intercity bus routes connecting Wisconsin cities and regions and providing citizens additional options for safe, reliable travel to jobs, school, and medical facilities, as well as leisure and recreational activities.

Tribal Elderly Transportation Program

The division will implement a Tribal Elderly Transportation Grant program that will provide grants to Indian tribes and bands for transportation assistance for the elderly. Indian gaming revenues provide \$247,500 each year. DOT will work with Tribal leaders to develop a program for distribution of these funds as well as establishing program policies, goals, and performance benchmarks and expectations.

Development of Renewable Energy

DTIM will continue to provide transportation related financial and technical assistance for the development of renewable energy from biofuel, solar, and wind energy sources. Assistance includes facilitating the routing and permitting of the oversized and overweight loads associated with the development of wind energy farms in the Midwest.

State Highway Program

Staff will work to maximize the benefit from expenditures on highway improvement, according to departmental policies and objectives. This includes managing the Backbone and Majors Programs, and facilitating both resource allocations and financing of the State Highway Rehabilitation Program.

Aeronautics Electronic Bidding

Due to the unique requirements of the aeronautics program, the automated processes used for highway lettings is being modified. Aeronautics anticipates being able to pilot electronic bidding within the biennium.

State Airport System Plan Update

The system plan identifies the long term air transportation needs in Wisconsin, providing a framework for airport funding investment decisions. The update will revise the airport classification scheme and create system-wide and individual airport performance measures. It will take a closer look at air cargo needs, land use issues, and the economic benefit of airports. The plan will also take into account the significant changes expected from NextGen, FAA's transition to satellite-based navigation.

Division Update: Division of State Patrol

The Division of State Patrol (DSP) promotes highway and public safety by providing and supporting professional, competent, and compassionate law enforcement and traffic safety services. In addition to statewide law enforcement, DSP's public safety services include:

- Supporting mobile data communications for over 140 agencies.
- Providing training and equipment for alcohol testing of drivers.
- Coordinating research, funding, and outreach for traffic safety programs.
- Providing specialized law enforcement services like technical reconstruction, air support, drug sniffing canines (K-9s), dignitary protection, and training facilities at the State Patrol Academy.

Each of the five DSP regions has a post (headquarters) with a communications center for dispatching troopers and inspectors. The geographically large southwest and northwest regions each have two posts.

2007-2009 Accomplishments

Highway Safety and Law Enforcement

Through intensified enforcement and effective traffic safety education, DSP helped reduce fatalities and serious injuries from traffic crashes. In 2008, there were 587 traffic fatalities compared with 737 in 2007. The number of people injured also decreased to 46,637 from 50,676.

In partnership with the National Highway Traffic Safety Administration and law enforcement agencies throughout the state, the Bureau of Transportation Safety organized successful mobilizations backed by extensive public education messages in the media to increase safety belt use and decrease alcohol-impaired driving. Approximately 320 agencies around the state participated in the "Click It or Ticket" and 230 participated in the "Drunk Driving. Over the Limit. Under Arrest" mobilizations in 2009. In addition, Wisconsin developed its own media campaign to demonstrate how simple changes to driver behavior can prevent accidents. See DOT's "Zero in Wisconsin" website for more details. <http://www.zeroinwisconsin.gov/index.html>

DSP emphasized training and enforcement efforts focused on highway criminal interdiction while maintaining its traffic enforcement efforts statewide. In CY 08, DSP issued about 67,650 speed citations, 88,095 speed warnings, made approximately 4,860 OWI arrests, issued about 26,760 safety belt citations, and investigated approximately 7,370 crashes.

Motor Carrier Safety and Enforcement

The Motor Carrier Safety Assistance Program (MCSAP) continues to advance the safe operation of commercial motor vehicles and drivers through safety inspections and traffic enforcement efforts. The program also includes audits and reviews of carriers to assure that they are meeting regulatory requirements. DSP trains a number of local, county, and tribal enforcement agencies to conduct MCSAP inspections in their areas. Wisconsin experienced a 36.8% reduction in large truck fatalities from 2007 to 2008 and an overall reduction of 38.3% in the past 5 years. Wisconsin experienced a 6.5% reduction from 2007 and an 8.2% reduction over the past 5 years in incapacitating injuries.

The Size and Weight Program ensures that commercial vehicles operate within permitted size and weight limitations. Combined with MCSAP, more vehicles and drivers are subject to more intensive safety checks. In addition to checking over 36,000 vehicles and/or drivers for

compliance with state/local regulations, DSP weighed nearly 500,000 vehicles at Safety and Weight Enforcement Facilities (SWEFs), over five million vehicles using Weigh-in-Motion technology, and over 2,000 carriers using portable scales in 2009.

Wireless Communications Networks

DSP continued to make improvements in mobile data communications. The first phase of a much needed investment in Wisconsin public safety was planned and is set to be launched with the award of a \$16 million federal grant by the Wisconsin Office of Justice Assistance (OJA) Interoperability Council. This grant was awarded to DOT to implement a statewide interoperable communication system that will allow emergency responders from different communities to communicate with one another during a large-scale incident. Initial build-out will provide 95% statewide mobile radio coverage using existing antenna towers and other infrastructure as the framework. Sharing a statewide infrastructure will result in long-term cost savings, avoid equipment duplication, and extend coverage capacity to meet local needs.

Major improvements were also made in tower infrastructure, including building new towers at the Wausau post, purchasing a new tower in Juneau County, and occupying additional county or privately owned towers at strategic locations across the state (e.g. Pierce and Shawano Counties).

Academy Training

The Academy's training and in-service programs trained 3,398 students in FY 08 and 2,798 students in FY 09, providing instruction to officers from DSP, as well as from municipal, county, federal, and other state agencies.

2009-2011 Goals

Reduce Fatalities and Improve Traffic Safety

The goal for the 2009-11 biennium is to reduce the number of fatal, serious injury, and property damage crashes from the previous three-year average. DSP will use all available resources, including available federal funding, to increase safety belt use in Wisconsin from 74.2% in 2008 to 80% by 2010.

Maintain Chemical Testing Services and Training

The Chemical Testing Section will teach approximately 1,000 new operators and recertify approximately 6,000 law enforcement personnel on the operation of the new evidential breath test instrumentation, the EC/IR II. The section will maintain, certify, and provide expert testimony for the 245 evidential breath test instruments throughout the state. The section will perform Ignition Interlock evaluations and provide Preliminary Breath Test instrument use and calibration training as requested. The section will also provide public and prosecutorial training as requested.

Improve Interoperable Communications and Data Collection

High bandwidth secure wireless access points have been established and will be maintained at post facilities and SWEFs, allowing officers to wirelessly transfer electronic citations from the mobile data computers in their squad cars to the DSP server. The Bureau of Communications will install digital narrowband voice base stations that incorporate the national P25 standard, enhancing interoperability and providing more secure voice transmission of sensitive information.

Promote Motor Carrier Safety and Enforcement Activities

The State Patrol's Motor Carrier Enforcement Section will optimize personnel and other resources to:

- Increase highway safety and reduce large truck-related crashes.
- Protect the State's highway infrastructure through inspection and enforcement efforts.
- Use data to target inspections and other enforcement efforts where most needed
- Educate the motor carrier industry and the driving public.
- Explore new technologies to improve highway safety and preserve highway infrastructure.
- Assure complete, timely, and accurate data to effectively target enforcement.

Division Update: Division of Motor Vehicles

The mission of the Division of Motor Vehicles (DMV) is to provide professional, high quality driver, identity, and vehicle products and services. The division:

- Improves safety by promoting responsible driving and regulating the use of vehicles.
- Advances the orderly movement of people and property through licensing, registration, and permitting.
- Provides driver and vehicle data essential for government and business by creating and supporting a statewide information system.
- Protects consumer interests by regulating driver and vehicle transactions and related industries and provides resources for state and local transportation needs through the collection of revenue.

The division is the “front door” of DOT, with over 11 million public contacts each year.

2007-2009 Accomplishments

DMV Redesign

DMV made significant progress towards retiring the division's legacy “File Handler” system by migrating the driver license inquiry function. The division initiated new projects to reduce both internal and external dependence on File Handler for other inquiry functions and implemented a new web-based process for dealerships to process and submit title applications as now required by state law. The division also made significant progress with online and Web-based applications including:

- The development of an online application for financial institutions to add and release liens on vehicle titles.
- The creation of an online application to allow customers to update the residence address on their DMV records.
- The completion of applications to allow Web-based inquiries of vehicle registration status, and existence of liens on vehicle titles.
- The implementation of new applications to allow motor carriers to make electronic payments for DMV products.

Effective Service Delivery

To streamline service delivery to its customers, DMV created new, interactive voice response applications with improved menus and scripts. The division also included options for Spanish language messages in the automated phone system. By expanding the use of queuing systems in the DMV service centers, customers were more efficiently routed by service type. The division established best practice methods for in-person service, skills test availability, and information desk assistance. Overall customer use of online applications for driver licensing functions increased by 45% in the first half of 2009. For DMV online services, see: <http://www.dot.wisconsin.gov/drivers/online.htm>

New Inspection/Maintenance Program

DMV implemented new requirements to perform emissions testing of vehicles manufactured since 1996 with on-board diagnostic systems. These changes are consistent with Wisconsin DNR's Air Quality Improvement Plan and meet federal EPA emission control requirements. Due to technical difficulties with the RFP process, DMV was unable to select a new program vendor, and instead extended the current contract at a reduced rate. The division worked with the program vendor to conduct public education regarding the new emission testing requirements.

Implementation of State and Federal Legislation

Federal REAL ID rules were released on January 11, 2008. The 2007-09 Biennial Budget provided funding and statutory authority to begin making required changes for implementation of REAL ID. DOT initiated an IT project to amend the driver license and ID card issuance process and procured hardware and software to maintain the efficiencies of in-person service delivery while meeting the federal requirements.

DMV implemented the new federal Unified Carrier Registration (UCR) program without developing a new computer system. Most state carriers are able to use the UCR website developed by the state of Indiana. On a regular basis, Indiana releases to the department the UCR revenues it collects on behalf of Wisconsin. DMV continues to send UCR renewal notices and information to Wisconsin carriers. For calendar years 2007 and 2008, UCR annual revenues were equivalent to what Wisconsin had collected under the previous Single State Registration System (the program replaced by UCR).

2009-2011 Goals

Improve and Enhance Current Systems and Applications.

DMV will continue to migrate IT applications with the ultimate goal of retiring the legacy driver licensing File Handler system. The division will also begin the transition to a new mainframe image and workflow management system and complete implementation of a new system for interstate motor carrier registration processing.

Develop Effective Service Delivery Alternatives.

The division will explore and develop Web-based applications that allow for customer self-service, including such options as a Web-based title and registration application for private vehicle sales, online application for duplicate driver license and identification cards, and various online information queries. DMV will also expand the use of credit and debit cards and other electronic payment methods for web-based transactions and develop service hours options to make the best use of staff resources and continue to provide quality service to customers despite budget reductions.

Implement State and Federal Mandates.

The division will:

- Continue work towards meeting federal requirements for driver licensing and identification product security within a limited federal funding allocation and significant uncertainty nationally over the future of REAL ID legislation.
- Conduct a selection process for a vendor to implement the revised Wisconsin Vehicle Inspection Program.
- Implement new emissions testing requirements for vehicles up to 14,000 pounds, including diesel-powered vehicles. Conduct public education about these new requirements, as well as other program changes enacted in response to budget reductions.
- Implement programming changes in the driver licensing system to comply with federal commercial driver license (CDL) issuance requirements.

Division Update: Division of Business Management

The Division of Business Management (DBM) is dedicated to achieving the DOT mission by ensuring reliable and cost-effective business support services in the areas of facilities, risk, safety, purchasing, fleet, fiscal services, research, communications support, labor relations, employee assistance, payroll, training, personnel management, information systems analysis and development, information technology management and technical support.

DBM delivers business solutions through innovation, collaboration, and expertise via three bureaus.

2007-2009 Accomplishments

Maintain Quality Workforce

DOT must plan for the future with a reduced workforce as the department faces new challenges due to constrained budgets, legislative changes, and an aging workforce. The Bureau of Human Resource Services (BHRS) worked across the agency to deliver a proactive workforce plan for the department which addressed key needs while incorporating the realities of the state fiscal position. Subsequent to the submittal of the plan, BHRS worked with the divisions to support and execute the strategies developed in the plan.

BHRS also implemented an Employee Assistance Wellness survey to evaluate staff needs for a better work environment. The Bureau of Information Technology Services (BITS) and BHRS conducted TopJobs and Incentive Grant Program summer internships for college students, creating a pipeline for underutilized positions among women and minorities. BHRS also completed 267 training sessions with 5,959 participants, and introduced 17 new class offerings.

Increase Customer Outreach of Purchasing, Research, and Communication Services.

DBM is committed to promoting Minority Business Enterprises (MBEs) and contributing to the state's goal of targeting 5% of purchasing and contracting spending to certified MBEs. DBM exceeded the statewide goal by achieving 7% MBE spending in FY 09.

The Bureau of Business Services (BBS) has worked to promote research and multimedia resources to the divisions that are accessible, fast, reliable, and innovative. A new Research and Library Advisory Committee coordinates the department's research efforts, develops strategic plans, and improves collaboration with Wisconsin universities and other research partners. Also, the bureau launched a redesigned Wisconsin Highway Research Program web site. See the DOT website for all research and library services available online:

<http://www.dot.wisconsin.gov/library/>. Finally, BBS upgraded the webcast equipment to state standards and conducted 40 web casts within the first six months of 2009, which continues to save staff both time and travel expenses.

Safety and Security Awareness

BBS provided safety training for over 700 construction employees, audiogram testing for over 1,300 staff, and onsite safety evaluations for all DOT construction projects. Emergency action plans were updated for all DOT-occupied buildings. These included modifying the employee ID card to display the emergency hotline number. BBS successfully developed, implemented, and is currently managing Owner Controlled Insurance Programs on two highway mega-projects (US-41 in the Fox River Valley and I-94 between Milwaukee and the Illinois border) to improve worker and driver safety and prevent costly claims.

Strategic IT Solutions

DBM led the Telecom Management Functional Study and implemented telecommunication cost saving solutions throughout the department which included changes to call plans and telephone assets, yielding over \$200,000 in annual savings. BITS planned and acquired hardware assets and the design for the server co-location project, which will provide more secure and flexible deployment and utilization of hardware. The division also created a strategic direction for the future of enterprise document management at DOT and identified a roadmap to move forward. Document management capabilities are core components of potential process improvements and efficiencies in managing the business of DOT.

2009-2011 Goals

IT Business Alignment

BITS will assess and plan technology direction in partnership with all of the divisions in order to take advantage of opportunities to deploy technologies which support business strategies. BITS will work across the department to evolve the technology portfolio to ensure technical viability, operational effectiveness and business reliability and will manage the technology investment model and project portfolio on a department-wide basis.

Improve DOT Facilities

To achieve a cost savings in both construction and building, the division will improve management of DOT facilities through improved project management and improved maintenance management tools

Continue to Develop and Implement the DOT Continuity of Operations (COOP) Plans

DBM will continue to refine and implement the all-hazards emergency response plan addressing significant business interruptions, including supporting regular training and mock-deployment of the plan. The division will also continue to identify and implement productivity and cost saving concepts in order to assist DOT programs in meeting program goals.

Maintain a Quality Workforce

To address the increased work generated by ARRA projects, BHRS will develop and implement recruitment strategies to attract applicants for project positions. In addition, BHRS will develop and provide information to applicants and selected candidates on the differences between permanent positions and project positions. BHRS will also work with new project employees to help prepare and train them for potential future opportunities in permanent positions.

Implement Wisconsin Privacy Program

To ensure DOT's compliance with the newly established Wisconsin Privacy Program, the Administrator's Office will ensure:

- The establishment of agency privacy policies and standards.
- The development and presentation of training on privacy policies for employees and vendors.
- Publishing of privacy notice on agency's websites.
- Development of plan and timelines related to IT security.

For More Information

<http://www.dot.wisconsin.gov/>

Executive Offices -

Office of the Secretary, Room 120B, Hill Farms State Transportation Building, 4802 Sheboygan Ave., P.O. Box 7910, Madison, WI 53707-7910, (608) 266-1114

Frank J. Busalacchi, Secretary
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2101 Wright St., Madison, WI 53704-2583, Rose Phetteplace, Operations Manager, (608) 246-5443

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Northeast Region

944 Vanderperren Way, P.O. Box 28080, Green Bay, WI 54324-0080, Michael Berg, Director, (920) 492-4118, William Dorsey, Operations Manager, (920) 492-5684

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4th St., Superior, WI 54880-1068, Jerald Mentzel, Operations Manager, (715) 392-7927

State Patrol Region Commanders and Executive Officers -

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De Forest Post, 911 W. North St., 53532-1971, Captain Charles Teasdale, Southwest Region Commander, Lieutenant Brad Altman, Southwest Region Executive Officer, (608) 846-8500
Tomah Post, 23928 Lester McMullin Dr, 54660-5376, Lieutenant James Lind, Southwest Region Executive Officer, (608) 374-0513

Southeast Region

Waukesha Post, 21115 East Moreland Blvd., 53186-2985, Captain Varla Bishop, Southeast Region Commander, Lieutenant Ted Meagher, Southeast Region Executive Officer, (262) 785-4700

Northeast Region

Fond du Lac Post, 851 S. Rolling Meadows Drive, P.O. Box 984, 54936-0984, Captain David Pichette, Northeast Region Commander, Lieutenant Nick Scorcio, Northeast Region Executive Officer, (920) 929-3700

North Central Region

Wausau Post, 2805 Martin Avenue, 54401-7172, Captain Jeffrey Frenette, North Central Region Commander, Lieutenant Tim Camahan, North Central Region Executive Officer, (715) 845-1143

Northwest Region

Eau Claire Post, 5005 Hwy. 53 South, Hwy. 53, 54701-8846, Captain (position is vacant), Northwest Region Commander, Lieutenant Jeff Lorentz, Northwest Region Executive Officer, (715) 839-3800
Spooner Post, W7102 Green Valley Road, 54801, Lieutenant Nick Wanink, Northwest Region Executive Officer (715) 635-2141

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Motor Carrier Enforcement Section

Bureau of Transportation Safety, 4802 Sheboygan Avenue P.O. Box 7912, Madison 53707 -7912, Captain Charles Lorentz, MCES Commander, (608)266-0305; Lieutenant Lauri Steeber, MCES Executive Officer, (608) 266-0264; Lieutenant Patricia Hansen, MCES Executive Officer, (608) 266-0094

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