



CASE STUDY

CHANGE MANAGEMENT

Empowering RTC to trust their project performance data



Regional Transportation Commission (RTC)

📍 Washoe County, Nevada



ONINDUS
Construction • Technology • People

CLIENT OVERVIEW

Business Environment

The Regional Transportation Commission (RTC) of Washoe County, Nevada serves the citizens of Reno and Sparks along with unincorporated areas of Washoe County. The commission is responsible for the planning and implementation of surface transportation programs in Washoe County. RTC Washoe undertakes capital investment projects worth over **\$120 million** annually that directly benefits the citizens of Nevada.

The RTC is responsible under the Code of Federal Regulations (23CFR Part 450) for carrying out a “continuing, cooperative, comprehensive” transportation planning process that results in plans and programs consistent with the planned development of the urbanized area. These plans cover all regionally significant transportation programs and projects, including but not limited to, streets and highways, public transportation, bicycle and pedestrian facilities, and transportation system and demand management programs.

470,000+

Benefiting Customers (Citizens, Government Organizations, SMBs & SOHOs)

Transportation

Managed Transportation Services

Worth over \$120M

Capital Investment Projects annually

Business Challenges

- Unstructured tracking of ongoing projects
- Inconsistent data management in eBuilder
- Delayed reporting due to manual process



Unstructured Tracking: The engineering team was using e-Builder for invoicing and managing some documents but only for a few projects. They relied heavily on phone calls and Excel sheets to build project status reports and take control of the investments and resources that were being utilized. Thus, there was a need to streamline all project management channels in one and track the big picture for ongoing projects.



Inconsistent Data: As there was no single system to track project status reports, the team members had no necessity to update their systems. Considering that it was a complex and high-stakes environment involving evolved construction resources, the organization could not trust their data, which hampered business agility. There was also a felt need to optimally utilize the administrative staff through e-Builder which was not well integrated in the team process.



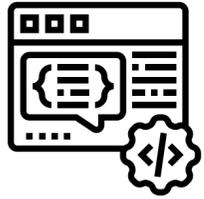
Delayed Reporting: : Additionally, the administrative work for ongoing projects took up about 10 hours per month which resulted in loss of productivity. The engineering team was managing weekly, monthly status reports in an excel sheet instead of e-Builder. They would connect with Finance Personnel and Admin staff using phone calls to collect the data and compile it.



A joint discovery workshop with the client helped us identify the following key challenges:

- Limited visibility of project status and absence of a structured tracking protocol.
- Predominantly manual process that was prone to errors and inefficiencies.
- Manual data compilation resulting in partial utilization of automated e-Builder process.
- Delayed response time in updating project status of up to **5 hours** per month.
- Unavailability of real-time **Business Intelligence** due to the absence of systemic control.

Along with RTC Washoe experts, our team designed the following approach to address:



**Software Capability
Development**



**eBuilder
Integration**



**Project Reporting
Automation**



**Agile User Testing
Approach**



**System Training and
Launch**

Within a short 6-week timeline, our team was successful in implementing a solution within e-Builder to enable industry-standard tracking methodology.



In **60 days** of the new system going live, the team at RTC Washoe started seeing benefits of improved revenue realization and improved project tracking.

- ▶ Process timeline reduced by half
- ▶ Saved **5 hours per month** of Project Managers' Time
- ▶ Digitization of manual information gathering process
- ▶ Implementation, execution and revision in just 60 days



OnIndus developed and implemented a Project Status Update process for the Regional Transportation Commission's Engineering team. The process serves many purposes by adding project visibility to agency leadership via reporting and the public through website updates. It eliminates data entry duplication into various programs and ensures timely updates. The benefits and ease of use inspired a cultural shift to implement additional new processes. I am so pleased with the service OnIndus continues to provide us.

-Lee Anne Olivas, RTC Office Administrator