Nevada DOT Speeds Contracts by 10x with DocuSign

DocuSign’s Digital Transaction Management (DTM) Platform Enables The Nevada DOT To Efficiently Spend Tax Dollars While Delighting Constituents

Company’s Top Objectives

The Nevada Department of Transportation (NDOT) dramatically accelerated the pace of business by systematically replacing its paper-based processes with DocuSign Digital Transaction Management (DTM), improving efficiency for employees, contractors, and constituents.

Challenge

Since its establishment in 1917 with a budget of $20,000 and the use of convict labor to build roads, the Nevada Department of Transportation (NDOT) has grown to an 1,800-employee agency with a $1.25 billion annual budget. But budgets weren’t the only thing that increased exponentially over the years; paperwork increased as well, and the paperwork burden was slowing processes from construction contracts to employee onboarding. For example, the award and execution of a highway construction contract required printing more than 300 pages of documents and getting 60 wet-ink signatures—a process that could take up to 50 days to complete. Contracts went from the NDOT contract services office to the contractor, to the surety company for bonding, back to the contractor, then back to NDOT, providing too many opportunities for documents to get buried in an inbox or lost along the way.

Top Benefits Achieved

✓ Reduced highway construction contract processing time from 50 days to less than 5
✓ Shortened disadvantaged business enterprise (DBE) goal setting process from up to six months to under two weeks
✓ Streamlined processes to enable Interstate highway washed out by flood to re-open within days, not weeks
✓ First state agency to meet legislative mandate to have all public-facing documents available online (SB236)
✓ Received 2014 Cashman Good Government Award from Nevada Taxpayers Association for its use of DocuSign
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That’s why when Rudy Malsabon, Director of the Nevada Department of Transportation, received a contract to DocuSign from a local transportation commission, he immediately started looking into a Digital Transaction Management (DTM) solution for NDOT.

The Resolution

Teresa Schlaffer, NDOT Business Process Analyst, led a review of three DTM companies. DocuSign quickly emerged as the frontrunner based on functionality, ease of use, mobile device support and its position as The Global Standard for Digital Transaction Management®. The next step was a thorough legal and compliance department review to ensure the solution was secure, would stand up in court, and would be accepted by surety agents who bond NDOT contracts. Once confirmed, NDOT quickly moved forward to implementation, which was fast and easy. “We were able to start using DocuSign without any IT support. It was the easiest implementation I have ever done, and I’ve done a few,” Schlaffer explained.

NDOT began a pilot with its procurement, contract processing, project management and change order processes. The first document sent for signature was uploaded at 5:30 pm and by 1:30 pm the next day it was signed and returned. “What used to take 26 or 27 days was done in four hours. We were thrilled,” said Schlaffer. Within five months, the pilot was extended to all contracts, and today the DocuSign DTM platform is used agency-wide.

The Key Benefits

Schlaffer credits DocuSign with speeding business processes and eliminating time-wasting paperwork across NDOT. For example, the highway construction contract process used to take up to 50 days and now averages just 4.8. Another example is setting disadvantaged business enterprise (DBE) goals during the procurement process. “With DocuSign all the documentation is there, the person evaluating the project has all the information they need, so there are no delays,” said Schlaffer. “The process went from as many as six months to under two weeks now, and some are done in five minutes.”

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DocuSign also helped NDOT make its digital transformation. As recently as 2011, records were still stored on microfilm, but by 2015 NDOT was the first state agency to meet the legislative mandate to have all public-facing documents available to be filled out online (SB236). Employee hiring and onboarding is also more efficient. Instead of waiting up to 10 days for their new hire paperwork to be processed so they can get computer access, new hires now DocuSign forms weeks ahead of time so they’re set up from day one. “The huge wins with DocuSign seem even bigger because of where we started,” said Schlaffer. “It’s almost miraculous.”

Mobile signing capabilities help NDOT directors keep business moving when on the road. “We have seen the biggest win with DocuSign’s mobile application,” explained Schlaffer. “Directors can be out of the office for several weeks at a time. Sometimes paperwork would sit in the office for three weeks waiting for a signature. Now they can sign on their iPads while in the field.”

Perhaps most striking is how DTM from DocuSign helps NDOT quickly react to emergencies. In September 2014, torrential rains washed out Interstate 15 in southern Nevada, closing the highway. NDOT was able to execute emergency contracts and get the freeway opened in four days. “Before, the paperwork alone would take as many as 10 days, even in an emergency. Then you still needed time for the contractor to do the work,” said Schlaffer.

 Constituents have noticed the DocuSign efficiencies as well. In 2014, NDOT received Cashman Good Government Award for its use of DocuSign. Given by the Nevada Taxpayers Association, the award recognizes strong, continuing, and consistent effort to spend taxpayer’s dollars wisely and efficiently, and the effective, open and accountable practice of creating a user-friendly government. “Using DocuSign, we’re putting Nevadans to work faster, making government more user-friendly, and increasing transparency and efficiency,” commented Schlaffer. “It’s just good government.”