



SMALL WORLD
ALLIANCE

World-Class Organizational Improvement

CASE STUDY: PUBLIC SECTOR

Small World Alliance delivers on our promise to transform organizational effectiveness, whether public sector or public sector, large or small operations. We proudly provide a variety of case studies to reflect sample benefits of our involvement.

Florida Department of Transportation

Purpose

In 2002, the Florida Turnpike became the first governmental toll agency to be given the ability to function as a private enterprise. The Florida's Turnpike Enterprise's goal was to become an innovative operation built on providing value at every part of the customer experience.

Process

As part of the "We Drive Smiles" initiative, a series of awareness and skill-building service training sessions were delivered to all 1,400 team members across the entire state of Florida. These multi-media sessions involved original video, interactive activities, and presentation materials that were all provided license-free to allow for a sustainable continuation of the initiative for the future.

Payoff

Within one year, this ground-breaking effort resulted in many impressive operational improvements, including:

- Dramatic improvement of employee morale (up 18%) and customer satisfaction (92% would recommend to family/friends).
- Has expanded and increased revenue, improved efficiency, cost-effectiveness and timely project delivery.
- Has leveraged resulting additional revenue to make substantial improvements to the existing road system, delivered six expansion projects, contracted most in-house functions to the private sector, promoted customer service, maintained financial stability and improved bond ratings.
- Expanded responsibility for all operations on every FDOT-owned and operated toll road and bridge. This represents about 600 miles of roadway and 80 percent of all toll facilities in Florida.

Based on the amazing success of this service transformation, Florida's Turnpike Enterprise was awarded the prestigious international President's Award for Innovation and Excellence in 2003 and later won the JD Powers Seal of Approval for Excellence in 2005.

Imagine the competitive edge you can gain from our expert team!

Call for a private consultation: **888-635-6637** info@smallworldalliance.com