

**State of Wisconsin
Department of Transportation**

**BIENNIAL
REPORT
2023-2025**



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Office of the Secretary
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October 15, 2025

The Honorable Tony Evers
Governor, State of Wisconsin
Room 117 East, State Capitol
Madison, WI 53702

Wisconsin State Legislators
State Capitol Building
Madison, WI 53702

Dear Governor Evers, Members of the Legislature, and Residents of Wisconsin:

It is my pleasure to submit the 2023-2025 Biennial Report for the Wisconsin Department of Transportation. We continue to work with our local, tribal, federal, and industry partners to improve and maintain a safe, reliable, and efficient transportation system, facilitating mobility and economic development throughout the State. This report describes the activities the Department accomplished during the 2023-2025 biennium to meet those goals.

Transportation plays a key role in all aspects of life, connecting people to health, education, and recreation and facilitating freight, commerce, and economic development, whether by air, land, or water, across urban and rural landscapes. Through our performance measure and continuous improvement initiative – Mobility, Accountability, Preservation, Safety, and Service (MAPSS) – and our asset management initiatives, the Department will continue to focus on effectively and efficiently meeting the needs of Wisconsin's transportation network in the 2025-2027 biennium and beyond.

Sincerely,

A handwritten signature in black ink, appearing to read "Kristina Boardman", with a long horizontal flourish extending to the right.

Kristina Boardman
Secretary

WisDOT's Strategic Direction

The Wisconsin Department of Transportation's (WisDOT) mission, vision, and values provide the strategic foundation for the department.

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

Vision: Dedicated people creating transportation solutions through innovation and exceptional service.

Values:

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

Diversity. Creating an environment, inclusive of all people and opinions, which cultivate opportunities to bring varied perspectives to the work being done and decisions being made.

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

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

Department Organization, Work Schedules, and Remote Work

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

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

- Executive Offices
 - Office of General Counsel
 - Office of Public Affairs
 - Office of the Inspector General
- Division of Budget and Strategic Initiatives
- Division of Business Management
- Division of Motor Vehicles
- Division of State Patrol
- Division of Transportation Investment Management
- Division of Transportation System Development

WisDOT is headquartered in Madison, but the Department maintains regional offices throughout the state to preserve a local approach to transportation development and better serve customer needs.

More information on the Department's organization including current organizational charts and regional office locations is available at <http://www.dot.wisconsin.gov/about/index.htm>

The Department has 3,342.93 authorized full-time equivalent positions (FTE). According to June 14, 2025, payroll records, 3,005.09 of these are filled FTE, including permanent, project, and unclassified positions. The FTE of these positions range from 0.46 to 1.00 FTE. In addition, the Department has 198 limited-term employees. WisDOT recognizes the benefit of maximizing the employment options available to employees while still providing efficient services to the public.

WisDOT policy allows eligible employees to work remotely up to sixty percent of their schedule. Eligibility to work remotely is based on an employee's specific job duties, the ability to accomplish the work remotely, the ability to successfully deliver services remotely and the ability to demonstrate productivity. Some employees may not be eligible to work remotely due to the nature of their positions.

Division Update: Executive Offices

The Executive Offices oversee department-wide operations and set overall policy direction for the agency.

Office of the Secretary

The Office of the Secretary directs and coordinates WisDOT programs, submits the department's biennial budget request to the Governor, plans the legislative agenda, and develops long-range plans for transportation development and maintenance.

Office of General Counsel (OGC)

OGC provides legal counsel and advice to the Secretary, division administrators, staff, the Governor, and other government officials in matters relating to transportation programs. 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 WisDOT's programs, policies, and services. The office works in partnership with program staff to inform and educate the public and WisDOT employees about department programs and services. OPA coordinates media relations, communications support, graphic design services, employee communication, and Web communication.

Office of Inspector General (OIG)

OIG investigates and reviews department programs and initiatives for inefficiencies, waste, fraud, and abuse. This office reviews budget documentation for the Department, including detailed information regarding the appropriations and programs administered, and advises the Secretary about ways to increase efficiency and implement cost savings while preserving the state's commitment to public safety.

Division Update: Division of Budget & Strategic Initiatives

The Division of Budget & Strategic Initiatives (DBSI) supports the Department in developing sound and innovative transportation, financial, and management strategies. DBSI is responsible for developing and implementing effective and efficient operating and biennial budgets, leading, coordinating and implementing department-wide policy development, developing and maintaining strong cross-state agency and federal partnerships, managing the Department's performance improvement program, leading and coordinating strategic initiatives; and providing agency-wide library and research services.

Bureau of Budget (BOB)

BOB develops WisDOT's biennial and operating budgets, and analyzes policy, management, and financial issues for the Department. This office also manages transportation revenue bonding for the major highway program, monitors impacts of federal legislation on Wisconsin's transportation programs, and monitors and projects revenues to the state's segregated Transportation Fund.

Bureau of Performance Improvement, Research and Strategic Initiatives (PIRSI)

PIRSI manages the Department's Mobility, Accountability, Preservation, Safety, and Service (MAPPS) state transportation performance measures, Continuous Improvement and Lean Government initiatives, strategic initiatives workgroups; and administers the agency research programs and library information services for the Department.

Office of Workforce Development (OWD)

OWD coordinates and manages the strategic workforce planning efforts for the Department and develops initiatives and programs focused on engagement, employee development, employee recognition, recruitment and retention, and knowledge management. OWD also manages the agency-wide remote and hybrid work policies and procedures and knowledge management activities.

2023-2025 Accomplishments

Administrator's Office

- Round 1 of the WI Electric Vehicle Infrastructure (WEVI) program has a total of \$22.4M dedicated to 52 awarded projects. The purpose of the WEVI program is to expand access to charging stations necessary for electric vehicles. Currently, eight WEVI Round 1 sites are under construction, and eight are operational, with the first sites in Ashland, Menomonie, and Chippewa Falls operational on December 13, 2024.

Performance Improvement, Research, and Strategic Initiatives

- *Non-Driver Interactive Mapping Tool*: PIRSI updated the non-driver Interactive Mapping Tool which produces estimations of Wisconsin's non-driving populations at the county, city, town, village, census block group and tract levels. The planning tool can be used by regional planners, state agencies, local

transit providers and others to assess where non-drivers are located and accommodate their needs on a multimodal system. <https://wisconsin.gov/Pages/projects/multimodal/nd.aspx>

- ***Connected and Autonomous Vehicles (CAV)***: PIRSI facilitates the implementation of the *WisDOT CAV Strategic Work Plan 2024-2026*. The plan includes a comprehensive organizational approach to incorporate new and emerging transportation technology into current systems, critical infrastructure considerations, and public safety concerns. In 2024 the Strategic Work Plan was updated to reflect the next three years of CAV organizational planning, implementation, and outreach.
- ***Safety First***: The Department continues to expand its Safety-First effort that builds on WisDOT's existing safety investments and initiatives to focus on reducing the number of serious injury crashes and fatalities on Wisconsin roadways, while improving transportation safety for all users. The Department published the first annual [Safety Highlights and Priorities for 2024 and 2025](#) providing information on how every WisDOT division contributes to the success of our mission. In summer 2025, the Department hosted the second annual public *Safer Together* Open House with WisDOT staff and transportation partners sharing safety-related best practices, showcasing specialty equipment, and providing safety demonstrations highlighting innovative technologies and outreach programs that focus on transportation safety. The annual event, open to the public, highlights the shared responsibility we all have to keep Wisconsin roadways safe.
- ***Research and Library Services***: Over the course of the biennium, PIRSI's Research and Library Unit delivered over 1,154 documents in response to over 500 inquiries, primarily from internal customers, in addition to conducting 63 formal literature searches. The research program funded over 75 research projects; completed 16 Wisconsin Highway Research Program (WHRP) projects, two safety projects and three Department-led projects funded through the Transportation Pooled Fund (TPF) Program. In 2024, The American Association of State Highway and Transportation Officials (AASHTO) Research Advisory Committee recognized the Department's research project, [Evaluating the Impact of Anti-Icing Solutions on Concrete Durability](#) as a 'high value research project' and in 2025, the [Connected and Automated Vehicles Attitudes and Perceptions](#) with an honorable mention. The Department's [Library Portal web platform, with 24/7 on-demand search capability](#), continues to expand public access to its library catalog of over 30,000 transportation-related items.
- ***Continuous Improvement***: Throughout the biennium, Department staff repurposed a combined 44,000 staff hours with over \$848,000 in annual cost savings across 77 continuous improvement projects, including completion of nine Yellow Belt projects in the biennium. PIRSI spearheads [continuous improvement efforts at WisDOT](#), including quarterly MAPSS performance data updates, progress reports in key goal areas to promote data-driven decision making, and communication with the public and policymakers on Department progress to promote transparency and accountability. In late 2024, the Department launched a new publicly available web platform for the department's performance improvement program, MAPSS (Mobility, Accountability, Preservation, Safety, and Service) that significantly improves data workflow processes, with enhanced visuals and reporting functionality.
- ***Federal Performance Measures***: The Department completed federally required reporting on performance measures related to Wisconsin's pavement condition, bridge condition, freight travel, emissions, and system performance. Additionally, the Department submitted the 2022-2025 Mid Performance Period Progress Report to the Federal Highway Administration in October

2024.

Office of Workforce Development

In August 2023, the Office of Workforce Development (OWD) was created to centralize agency-wide workforce planning strategies. Initial goals of OWD were to focus on employee engagement, employee recognition, leadership and supervisory development, recruitment and retention, and knowledge management.

Since fall 2023, OWD has implemented programs and initiatives to increase employee engagement across the department. The programs and initiatives include the WisDOT IDEA Awards recognition program, Leadership Development Program, WisDOT Storytelling Series, the Colleague Engagement Network Program, Stay Interviews, Mentorship Program, and Individual Development Program. Additional accomplishments have included a Supervisory Training Series and a new micro-learning series for all employees called WisDOT Learning on the Go. Work has also started on developing a formal effort on Knowledge Management, including documenting critical knowledge and processes across the agency and a new WisDOT Ambassador Program to involve employees in recruitment and outreach efforts.

OWD efforts have been presented at regional and national conferences, including the Transportation Research Board's National Summit on the Future of the Transportation Workforce and the AASHTO Agency Administration Leadership Meeting.

2025-2027 Goals

- DBSI is developing a comprehensive CAV Stakeholders Resource Guide for use by community transportation planners in understanding connected and automated vehicle applications, infrastructure requirements, and community needs.
- The Department's Research and Library Program has expanded its focus on researching improvements related to safety, emerging and new technologies, innovative best practices, demonstrations and pilots. The Research and Library Program is in the process of developing robust research dissemination and implementation strategies to share outcomes within Wisconsin and peer organizations.

Division Update: Division of Business Management

The Division of Business Management (DBM) provides reliable and cost-effective business support services to the Department.

Bureau of Business Services (BBS)

Provides a wide array of services including statewide management, maintenance and repair of (56) WisDOT owned facilities, lease management for (122) leases, forms management, records management, statewide distribution services, worker's compensation and liability insurance, damage claims collection, health and safety and business continuity efforts and management of the agency's fleet of 1,250 vehicles.

Bureau of Financial Management (BFM)

Provides oversight of the Department's financial functions and processes and is overseen by the DOT Controller.

Bureau of Information Technology Services (BITS)

Partners with our WisDOT customers to provide high quality, innovative, and cost-effective technology solutions. With an eye toward emerging technologies, BITS leverages industry best practices and a continuous improvement model to plan, build, and maintain Information Technology (IT) tools and services in support of Wisconsin's transportation systems.

2023-2025 Accomplishments

Business Services

- ***Facility Funding Priority Plan:*** This initiative provided planning guidance for facility replacement projects, prioritizing projects, and incorporating them into the Department's Capital Facility Six-Year Plan and biennial budget capital facilities request. A method for performing a 10-year look ahead for maintenance needs was developed and used as part of the 25-27 capital budget process.
- ***Implement Department of Military Affairs (DMA) Tower Funding:*** DMA received \$10 million in the 2021-2023 biennial budget for communication tower improvements, \$7.6 million of this funding is directed at Department-owned towers. DBM Facilities has collaborated with DMA and Department of Administration (DOA) to execute the projects all of which are either done or near substantial completion.
- ***Hill Farms Space Consolidation:*** DBM Facilities has led the effort to consolidate DOT space in the Hill Farms building to free up three floors in the south tower to allow for the relocation of the Department of Natural Resources. DBM Facilities continues to coordinate and communicate with the DOT divisions and DOA to finalize remodeling needs and consolidation. DOT has moved some staff and will complete the remaining moves in early 2026, once construction is complete.

- Implementation of PeopleSoft Inventory Module: The DBM Distribution Unit successfully transitioned from a legacy Microsoft Access database to the PeopleSoft Inventory Module for management of inventory and distribution at the DOT's central warehouse. The program now has a more reliable and better supported system in place for operations and integration with financial functions.
- Capital Facility Projects Updates: Completed capital project highlights in FY23-25 include:
 - Superior Roofing Project = **\$1.35M**
 - Gap Filler Tower Replacements – Bay City and Dresbach = **\$2.8M**
 - Neillsville Tower Replacement = **\$970,000**
 - Truax Lab and HQ Restroom Remodel = **\$424,000**
 - Eau Claire SS – Access Control and Exterior Door Replacements = **\$150,000**
 - Milwaukee SE DMV – Accessibility Improvements = **\$350,000**
 - Truax Lab HVAC MAU Replacement = **\$250,000**
 - Truax A Building HVAC = **\$300,000**
 - Graham Corners Tower = **\$798,000**
- Personal Protective Equipment Updates: In FY24 and FY25 DBM worked with our partners in the Division of Transportation System Development (DTSD) to conduct a review of their hard hats and fall protection. This resulted in an update to require Type 2 helmets for all staff, offering better protection for head injuries. Self-Retracting lanyards and improved fall protection harnesses were also issued which could reduce severe injuries in the event of a fall.

Financial Management

- Timely Month-end close process: Efforts were undertaken to ensure comprehensive month-end close checklists were optimized and completed on-time, with a goal of having the month-end financial closing activities for the preceding month being completed in three business days. Completing the month-end checklist improves speed, productivity, and efficiency of DOT's monthly financial close and reporting process. DOT was successful in closing monthly financial activities within three business days. Checklists have helped ensure completeness and accuracy of financial data.
- Develop Electronic Training for agency staff: DBM Purchasing launched procurement card training within the Department's LearnCenter.
- Consultant Contract Settlement and Audit: The Audit Unit staff worked internally to develop, test, and implement into production an enhancement to the Contract Administration Reporting System. The enhancement allows for the internally developed application to perform certain calculations and enforcement of contract limits during the final cost settlement of a contract. This settlement process is separate from audit and other attestation engagements to provide timelier over/under mandatory billing adjustments to consultants and, if applicable, local units of government or Federal Highways.
- Consultant Services: Worked with its counterpart in the Division of Transportation System Development (DTSD) to review and update the Facilities Development Manual (FDM) Chapter 8 Consultant Services. The updates to the policies and procedures in the manual included critical

emphasis or updates for contract compliance, authorizations, and conflict of interest. After the chapter updates were reviewed and received all required approvals, communication to internal and external stakeholders was made and training sessions were offered through the LearnCenter to internal staff.

- *Contract Administration Reporting System*: Staff worked with developers and Financial Operations Section staff to develop, test, and implement an enhancement to the Contract Administration Reporting System. The internally developed system enhancement provides verification and enforcement of project IDs entered by consultant staff during contract invoicing. This important internal control is now in part being performed by the application itself and will ensure more accurate charging of services to project identifications, help prevent charging of costs prior to authorization and reduce human error and effort.

Information Technology Services

- *Application Development Modernization*: With a focus on modernization and continuous improvement, this project captures applications and their infrastructure components in an easy-to-use dashboard. The automated Application Information Management System (AIMS) builds resilience and positions WisDOT to further advance our commitment to modernization.
- *Enhance Web Application Security*: Implemented Contrast Assess across the developer community, enabling secure coding practices earlier in the development process. This shift has improved our ability to identify, prioritize, and remediate vulnerabilities before applications reach production.
- *Enterprise Cloud Data Catalog*: Successfully deployed the infrastructure for the WisDOT Cloud Data Catalog. The project included working with division partners to identify business use cases and demonstrate the value in collection, organization, and access to high quality data to support decision-making and business efficiencies.
- *Modernizing Outdated Microsoft Access Databases*: Implemented OnBase Workview to migrate data from outdated Microsoft Access databases for multiple divisions across the agency. This project empowered our customers to more efficiently manage and analyze their data through streamlined workflows, business process automation, and case management capabilities.
- *The ARMS (AsBuilt Record Management System) External GIS Interface*: This project successfully piloted practical innovation by designing a reusable solution that will serve as a blueprint for future works. The automated solution for sharing ARMS plat information with the public delivered a smart, scalable, and customer-focused solution that enables our division partners to repurpose staff time on higher-value work. The public can now access critical ARMS Plat information on-demand.
- *Quantities 2 Plans (Q2P)*: Q2P is used to streamline development of the Estimate and Miscellaneous Quantity Plan Sheets for improvement projects. This project implemented enhancements to accommodate AASHTOWare Project (AWP) changes, reduce errors through increase automation, improve stability, and strengthen security.
- *IT Service Portal*: The internal service portal has been overhauled and redesigned to improve customer experience and ease of use. The yearlong FY25 Strategic Initiative involved data analysis,

precedent research, and extensive work with service providers to create cleaner, more streamlined communications. BITS incorporated user feedback from staff and non-IT users across DOT. The result is a simple design that prioritizes the customer experience.

- *Replace Aging Document Management Solution*: The aging Image Plus platform has been replaced with OnBase, a comprehensive enterprise content management platform with intelligent data capture and advanced security features. Nearly seven million Division of Motor Vehicles (DMV) documents were migrated while retaining functional requirements for document access.
- *Biometric Authentication to Prevent Online Fraud*: This project successfully implemented an identity proofing solution with biometric verification – the highest level of security currently available – to protect Wisconsin DMV customers against fraud. Partnering with DMV and Incode Technologies, BITS supported the integration of facial recognition technology into the three applications experiencing the most fraudulent attempts. The benefit to the public is a more secure, streamlined customer experience with a greater degree of trust, reduced fraud, and increased protection of their personal information.

2025-2027 Goals

Business Services

- *Hill Farms Space Consolidation*: DBM Facilities continues the effort to consolidate WisDOT space in the Hill Farms building to free up three floors in the south tower. Space redesign is completed, and staff are partnering with DOA to ensure remodeling work is completed to meet WisDOT needs. DBM Facilities staff will coordinate movement of WisDOT off the 3rd, 5th, and 7th floors.
- *Special Project Funding*: DBM Facilities will execute the plan to use \$1.5 million in one-time FY26 operating budget funding to improve our facilities via projects that include new or improved paint, flooring, bathrooms, blinds, siding, windows, landscaping, and sidewalks.
- *Improved utilization of the project and work order management system*: DBM Facilities will develop additional tracking and reporting processes and metrics utilizing features and functionality of the existing system. This will significantly reduce time spent in tracking projects and support improved planning and prioritization, making fuller use of the system.
- *Utilization of a Cherwell ticketing system for Forms Program activities*: DBM BBS staff, in cooperation with BITS, have made the transition to using the ticketing system to receive and track requests for Forms Program services to agency customers. Program staff will develop skills in utilizing the system to meet Forms program needs, track progress, and improve customer experience.
- *Worker's Compensation Claim Process Improvements*: Implement and utilize electronic tracking processes for worker's compensation claims. Reducing the need for paper records and ensuring efficient and accurate monitoring of claims.

Financial Management

- *Contract Administration Registration System*: The Audit Unit staff will continue to work with consultants on the audit settlement enhancement to the Contract Administration Reporting System. Internal programs and procedure documents will be improved based on findings and suggestions during the pilot settlement engagement. Communication will be provided to consultants and system users before broader implementation. The Audit Plan and staff resource deployment will be adapted to best time mandatory billing adjustments in relation to receipt of all required information and submissions to project end dates.
- *FAR*: The Federal government began the “Revolutionary FAR Overhaul Initiative” under the President’s Executive Order, *Restoring Common Sense to Federal Procurement*, which includes potential rewrites, eliminations, or modifications to the federal cost principles (FAR part 31) that impact the Department’s consultant contracts. The Audit and Contract Administration Section has volunteered to be part of an AASHTO Committee on Internal and External Audit task force for the new FAR updates and will participate in research, discussions, and keeping up with the upcoming changes. Any impact of this comprehensive overhaul of the FAR will be analyzed, implemented, and communicated to stakeholders.
- *SAAR Process*: The US DOT Office of Grants and Financial Assistance has established a new Single Audit Assurance Review (SAAR) process. The SAAR process supports compliance with 2 CFR 200 and is designed to improve transparency, accountability, and consistency for Single Audit Findings review and responses. The Audit Unit performs some of the responsibilities required in 2 CFR 200 for the Department being a recipient or pass-through entity of Federal awards. The Audit Unit will work with Federal Highways to provide the necessary information or documents, adapt any existing audit programs, policies, and processes, and implement any new requirements for this new process.
- *Continue AASHTOWare Civil Rights & Labor (AWP CRL) payment*: Plan for implementation of electronic submission and document workflow for AWP construction payments interface to PeopleSoft.

Information Technology Services

- *Reduce Business and IT Manual Testing*: Improve customer satisfaction with innovative testing techniques and technologies. By establishing a mature automation practice, BITS will improve delivery times through a reduction in manual testing while simultaneously removing the onerous task from our business partners, freeing them to focus on other needs.
- *Department-wide Implementation of Cloud Data Catalog*: Develop a plan and collaborate with our division partners on a large-scale implementation of the WisDOT Cloud Data Catalog. The widespread organization and classification of WisDOT’s data will make it easy for people to discover, understand and access data – helping WisDOT to maximize the value of data, support for digital transformation, and make more informed business decisions. Implementation of the catalog will bring WisDOT into compliance with WI 191 Data Standard; currently, there are no state agencies in compliance.

- *Document Scanning and Extraction*: Enhance WisDOT's document scanning and data extraction capabilities by implementing a more robust and intelligent document processing (IDP) platform. By replacing AnyDoc with the more advanced ABBYY Vantage solution, WisDOT will save over \$50K annually starting FY27. The new platform will provide critical business continuity for one of DMV's key daily business processes; reduce manual work for DMV staff and BITS developers who could use that time for other priority activities; and support increased automation and modernization. Better document management has the potential to improve customer service by providing greater accuracy, enabling efficient collaboration, and providing customer-facing employees with quick, organized access to information.

Division Update: Division of Motor Vehicles

The mission of the Division of Motor Vehicles (DMV) is: Together we save lives through superior service, security, and innovation. DMV has more than 11 million public contacts each year. More information about DMV services can be found at: <https://wisconsindot.gov/pages/online-srvcs/online.aspx>.

2023-2025 Accomplishments

- *Emergency Contact*: As of June 1, 2024, Wisconsin residents have the option to add an emergency contact to their driving record. These records are used by law enforcement to connect with a designated contact should there be a medical or other emergency and the involved individual is unable to provide information to the law enforcement officer. Since implementation over 100,000 individuals have added emergency contact information to their records.
- *Driver Education Grant Program*: 2023 Wisconsin Act 19 created a driver education grant program to be overseen in part by the Division. DMV worked with its partners to develop an online application process and made grant awards to eligible applicants contingent upon available funds. DMV worked with agency partners to create and administer electronic payments to driver training providers for grant recipients enrolled in classroom and behind the wheel instruction. In the program's first year, the division has successfully distributed more than \$3.2 million to nearly 6,000 qualified students, enabling them to obtain formal driver training. Thousands more have been awarded grants that will be paid upon their enrollment in a driver education program.
- *National Registry of Certified Medical Examiners (NR2)*: Beginning April 13, 2025, the Federal Motor Carrier Safety Administration (FMCSA) automatically provides the Wisconsin DMV with Commercial Driver License (CDL) holders' medical information within 48 hours of their DOT physical examination. In the past, the medical certificate, or Fed Med card, would be given to the driver who then had to submit the card to the DMV. The electronic process now ensures CDL records remain current in real-time, reduces data entry errors as well as DMV visits and contacts. Since program implantation, DMV has received over 38,000 medical record updates electronically. Prior to this change, these 38,000 customers would have submitted these records to DMV in-person, by mail, fax or e-mail with a DMV staff member updating the record.
- *ASL Translation*: The division has updated the American Sign Language (ASL) translation for the Class D knowledge test(s) available in our Customer Service Centers. The project was the result of requests made by individuals whose needs were not being adequately met by the existing translation provided in the testing software. By working to update the translation to improve its efficacy for hearing impaired customers, the division advanced its goals of providing thorough and complete access to all its customers.
- *Handbook Plain Language*: The division did a full review and rewrite of the Wisconsin Motorist's Handbook to meet plain language standards, improving accessibility to the document. The updated handbook now reads at a 5th grade reading level with improved

font, spacing, colors, and graphics that address issues raised including the concerns of colorblind individuals.

- *Biometric Identification*: In 2024 DMV partnered with vendor Incode to improve the security of its online systems for three drivers related transactions: duplicate driver license/identification card (DL/ID), renewal for DL/ID, and requesting a driver's own record. The previous method was knowledge based, allowing for fraud against DMV customers who had previously been a victim of data breaches unrelated to WisDOT-DMV. Incode's technology compares a photo captured from the customer in real-time against the most recent photo captured from the customer to confirm the customer's identity. If the photos match, the customer moves forward in completing the online transaction. If they fail to match, the customer must obtain the product via an in-person or alternative service delivery method. This solution has dramatically decreased the risk of online fraud occurring within driver services applications.
- *Online Knowledge Testing*: In March 2025, Wisconsin DMV launched an online knowledge test platform available for applicants ages 15-17. For a small fee of \$10, eligible applicants may take the Class D knowledge test(s) online from the convenience of their home with parent or guardian supervision. To do so, the applicant must have a laptop or desktop equipped with a functioning web-camera. This service is available 24/7 and features the same look, functionality, and question pool as the in-office test. The test is available in both English and Spanish and audio options for both languages are offered. Passing applicants can then schedule a visit with their preferred DMV office to receive their instruction permit. Security measures are in place to ensure the integrity of this testing method. The testing vendor uses cutting-edge fraud detection and prevention methods to ensure security to both the test and the applicant's information.

This testing platform was carefully researched and explored before implementation began. Wisconsin DMV joined 11 other states offering this type of platform. Since implantation, DMV has conducted nearly 109,000 in-office Class D knowledge tests. During this same timeframe, DMV has noted nearly 9,000 tests taken online. Tests offered in-office show a 79% passing rate. Tests conducted online show an 84% passing rate. Please note in-office tests involve applicants of any applicant aged 15 or older. DMV continues to closely monitor online testing results and functionality to ensure the integrity of the test.

- *Issuance of Identification Stickers for Electric Vehicles*: 2023 Wisconsin Act 19 requires issuance of a license plate sticker identifying vehicles as being electric or hybrid to those that meet the definition of an electric or hybrid vehicle. Displaying this sticker to identify the vehicle as electric or hybrid increases safety of first responders when responding in emergency situations involving these vehicle types. DMV led a team with OPA, DSP and BITS to design the sticker and produce material explaining the importance of the sticker requirement and where to place the sticker on license plates. The team also updated the DMV database and processing system to distribute stickers to approximately 195,000 vehicles throughout the state.
- *Surviving Family Title Fee Waiver*: Wisconsin law provides that when a motor vehicle is transferred to another person, the person to whom it is transferred must generally pay a \$157 fee (prior to October 1, 2025) for the certificate of title and a \$7.50 supplemental title fee to retitle the motor vehicle. Wisconsin law waives both fees when an application is

made to transfer a decedent's interest in a motor vehicle to his or her surviving spouse or domestic partner.

2023 Wisconsin Act 43 expanded the types of family members who are eligible for a fee waiver when retitling a motor vehicle to transfer a decedent's interest in the vehicle. The act provides that the certificate of title fee and supplemental title fee are waived when an application is made to transfer a decedent's interest in a motor vehicle to an immediate family member. For this purpose, "immediate family member" means a spouse, grandparent, parent, sibling, child, stepchild, stepparent, or grandchild, or the spouse of a grandparent, parent, sibling, child, stepchild, stepparent, or grandchild. Since the July 1, 2024, effective date of this legislation, the fiscal impact to the state of Wisconsin equates to a \$1,743,207 revenue loss.

- *Special Plates Web Application:* In February 2025, DMV launched a customer self-service web application that provides an easy and more efficient online process to order special license plates. The new service helps customers find and order a special license plate, personalize the plates message, and order them online. A step-by-step process begins by choosing from among more than 60 plates. Options are organized by interest areas, including automobile enthusiast, health, higher education, military, nature, professional and miscellaneous. Collector and Hobbyist plates are also options. Images of the plates, fee details, and descriptions of the plates and its sponsor are provided within the online application.

After a license plate is chosen, there is an option to personalize it with a custom message. Regular Wisconsin plates may also be selected when they are to be personalized. Up to three different personalized plate combinations can be requested initially when using the new online service. The customer can view the personalized message on the preferred plate. Wisconsin DMV will review the request to confirm that the combination is not already taken or is objectionable. Next, customers are guided through simple steps to register the plates, confirm the application, order, and pay online. For plate orders that do not involve personalized messages or eligibility verification, the Certification of Registration will be automatically emailed after completion of the order. For plate orders that involve personalized messages and/or eligibility verification, the Certificate of Registration and specialty or personalized plates will be mailed weeks after the application is submitted.

The Wisconsin DMV's special plates web application is off to a strong start since its launch in February 2025. With over 27,000 applications processed through the online system, it's clear there's significant demand for special plates. The fact that over 7,700 of these applications were handled automatically without staff intervention is a great sign of how effective the automation is in streamlining the process. Automated processing of applications that do not require eligibility verification and/or personalized message review frees up DMV staff to focus on more complex cases.

- New Special License Plates

Spay, Neuter, Adopt: released May 2024



American Foundation for Suicide Prevention: released May 2024



International Crane Foundation: released October 2024



Wisconsin County Forests Association: released January 2025



Golf Wisconsin: redesign released June 2025



- *RV Dealer Licensing*: DMV's Dealer and Agent Section was tasked to implement the new Recreational Vehicle (RV) Law (2023 Wisconsin Act 164) that created licenses for RV manufacturers and distributors. This included updating IT databases, creating new forms, and updating existing forms. This law requires RV dealers to maintain a dealer agreement with a manufacturer or distributor to sell new RVs. In implementing this new requirement, the department needed to work with existing RV dealers to attain this information so business could continue as normal when the effective date started. Since implementing, DMV has issued licenses to 42 RV manufacturers.
- *Online Bid/Buyer License*: The Dealer and Agent Section created the option for individuals to submit applications for buyer's licenses and buyer identification (BID) cards electronically. This has saved time and money both for the department and dealerships. Dealerships can now apply online, and the application will be processed much quicker than compared to mailing the application to central office. DMV issued 882 of these licenses in 2024 and 1,954 from January through September in 2025.

2025 – 2027 Goals

- *System Modernization*: As part of our modernization strategy, we have entered contract negotiations with FAST Enterprises to replace the DMV's outdated legacy system with a modern, integrated solution. Using funds allocated via Act 15, the implementation will begin with Driver Services, which is expected to be completed within 18 months and will include core functions such as financial management and enhanced customer service capabilities including customer queuing and appointments. Following the successful rollout of Driver Services, the project will transition into the implementation of Vehicle Services including vehicle titling and registration, further strengthening the DMV's ability to deliver efficient, secure, and customer-focused operations.
- *Modernize Contact Center*: The division intends to replace its current automated call distribution system with a modern contact center solution leveraging the latest in customer experience design principles and functionality. This would further enable the division to route customers to agents who are available regardless of their physical location, with additional managerial tools for monitoring call quality and timing metrics. The implementation of a modern contact center solution will greatly enhance the DMV's ability to deliver efficient, customer-focused service while at the same time, streamlining workflows, increasing staff productivity, and improve quality and consistency across all interactions. This investment will not only modernize our operations but build a greater trust and confidence in the division's ability to meet customer needs efficiently. DMV expects to begin the project in FY2026.

- Expand DMV Online Reg Renewal to Incorporate purchase of a state park vehicle admission sticker: DMV is working on delivering a solution that provides customers the ability to purchase a WisDNR state park vehicle admission sticker in conjunction with renewing their vehicle registration and/or obtaining a special license plate via a new online application built and supported by Tyler Wisconsin. The target date for implementation is late Spring, 2026. This effort will enhance customer convenience and service while also producing savings in mail handling and postage by consolidating mailing of both products to the customer.
- Implement a new case management system: Wisconsin DMV has identified six business areas involved in investigations, auditing, and case work, and selected the Omni AIPi Case Management Tool to modernize, automate, and streamline operations. This single solution will replace at least eight Microsoft Access databases, enhancing efficiency, collaboration, and communication while eliminating duplicate work. Automation features—such as audit reports, case summaries, and task reminders—will save time and reduce manual tasks. The tool also offers real-time insights into workloads and trends, allowing DMV to adapt quickly to evolving needs and minimize time spent on manual tasks. DMV is in process of designing the solution and anticipates an early 2026 implementation. .

Division Update: Division of State Patrol

The Division of State Patrol (DSP) promotes highway and public safety by providing and supporting law enforcement and traffic safety services. DSP's public safety services include:

- Patrolling Wisconsin's state highways;
- Conducting motor carrier safety inspections and weight enforcement;
- Providing Traffic and Criminal Software (TraCS) and support for over 550 Wisconsin law enforcement agencies, including hosting TraCS for over 450 agencies; ([Wisconsin DMV Official Government Site - TraCS \(wisconsindot.gov\)](https://wisconsin.gov/dmv));
- Supporting public safety interoperability through the hosting and administration of MACH software for over 180 agencies and nearly 5000 users; [Wisconsin Department of Transportation Mobile Architecture for Communications Handling \(MACH\) \(wisconsindot.gov\)](https://wisconsin.gov/dot/mobile);
- Collecting statewide police pursuit data from all Wisconsin law enforcement agencies;
- Supporting the collection of statewide vehicle crash report data and delivering detailed fatal crash information to federal traffic safety partners;
- Providing training and instrumentation for alcohol testing of drivers;
- As the state highway safety office, securing federal funding for local partners, coordinating research, funding, and outreach for behavioral traffic safety programs;
- Providing specialized law enforcement services including technical reconstruction, air support, drug or bomb-detection canines (K-9s), criminal interdiction, Task Force Officers, Mobile Field Force, SWAT, dignitary protection and training facilities at the State Patrol Academy; and
- Operate, manage, and maintain the statewide trunked two-way radio communications network called WISCOM.

Each of the five DSP regions has at least one post and a headquarters facility at each post. The geographically large southwest and northwest regions each have two posts. Four of the region headquarters locations hold a communications unit assigned for dispatching troopers and inspectors. An overview of DSP's mission and structure can be found at: <http://wisconsindot.gov/Pages/about-wisdot/who-we-are/dsp/dsp.aspx>

2023-2025 Accomplishments

Highway Safety and Law Enforcement

- There were 576 traffic fatalities in 2024 in Wisconsin. The DSP and its Bureau of Transportation Safety and Technical Services (BOTS) has continued to use enforcement combined with traffic safety education to reduce fatalities and serious injuries from traffic crashes. The number of people injured in Wisconsin traffic crashes has increased slightly from 32,373 in 2020 to 33,259 in 2024, (a 2.7 percent increase). The number of reported traffic crashes also increased. In 2023, the traffic crash rate was 183.36 crashes per 100 million vehicle miles traveled, which is 11.0 percent below the prior five-year rolling average. Fortunately, safety belt usage in 2025 reached an all-time high of 94.0 percent.
- In partnership with the National Highway Traffic Safety Administration (NHTSA) and law enforcement agencies throughout the state, DSP/BOTS organized successful mobilizations backed by extensive public education messages. BOTS continues to participate in the Click IT or Ticket and

Buckle Up, Phone Down occupant protection, and the Driver Sober or Get Pulled Over, impaired driving, high visibility enforcement campaigns. In FY24 the DSP and 100 other agencies participated in the NHTSA Region 5 “Speed Enforcement Day” to curb reckless driving and speeding on all roads. Safety grants supported 115,845 overtime enforcement hours which led to 82,541 citations.

- Occupant Protection. In 2024, there were 176 fatalities from unrestrained occupants and observed seat belt use rate decreased by 3%, from 92.3 in 2023 to 89.3% in 2024. In 2025, Wisconsin improved its seat belt use rate to 94.0%. Media efforts were increased to support safety messages and high visibility enforcement campaigns such as “Click It or Ticket” and “Buckle Up, Phone Down.”
- Drive Sober or Get Pulled Over. In 2023, 43 agencies participated in the “Driver Sober or Get Pulled Over” enforcement campaign, resulting in 553 impaired driving citations. In 2024, 94 agencies participated in the effort, resulting in 479 impaired driving citations. The high-visibility enforcement activities held during the summer and winter helped to address traffic safety across the state.
- Speed Awareness. In 2024, 93 Wisconsin agencies participated out of more than 400 in the NHTSA region.
- Wisconsin continues to deploy its own media campaign to demonstrate how simple changes to driver behavior can prevent crashes. See DOT's "Zero in Wisconsin" website for more details: <http://www.zeroinwisconsin.gov/>.
- The State Patrol, coordinating with local, state, and federal partners, participated in months of planning in preparation for the 2024 Republican National Convention being held in Milwaukee, WI. Dignitaries, delegates, and spectators from across the world attended the event. Approximately 150 State Patrol personnel were assigned to support dignity security, escorts, tactical response, and management of traffic.
- The State Patrol partnered with Wisconsin Medical College and Mothers Against Drunk Driving (MADD) Wisconsin for the MADD HEROES impaired driving enforcement recognition presentation at the Wisconsin Alcohol Policy Program meeting.
- The Criminal Interdiction Unit (CIU) and K9 Unit, through the direction of the academy, continues to enhance the divisions partnerships with the Department of Justice – Division of Criminal Investigation (DCI), Drug Enforcement Administration (DEA), Homeland Security Investigation (HSI), Federal Bureau of Investigation (FBI), Wisconsin National Guard Counterdrug Program (CDP), US Attorney’s Office, and local District Attorney’s (DA), by providing high quality training during the Introduction to Highway Criminal Interdiction and Advanced Highway Criminal Interdiction classes. The Division continues its partnership with the Department of Justice, Division of Criminal Investigation (DCI) to combat human and labor trafficking. All Wisconsin State Patrol officers are trained to recognize indicators of human trafficking.
- The Technical Reconstruction Unit (TRU) investigated 759 cases involving crash and crime scenes, including several high-profile crash reconstruction cases, resulting in extended courtroom testimony, with an outcome of successful prosecution and conviction. Our reconstruction unit continues build partnerships with external agencies through hosting programs at the Wisconsin State Patrol Academy, localized quarterly training events, scene response, aiding in follow-up

investigations, and case consultation. The TRU supports venues and training events through presentations in public schools, the UW system, local agencies in-service and provides subject matter experts to enhance commercial motor vehicle crash investigation.

- The K9 Unit conducted 1,665 drug deployments across various settings, to include vehicles, commercial motor vehicles, prisons, schools and demonstrations. In addition to the deployments, members collaborated closely with our local, state and federal partners to assist in significant criminal cases. Notable accomplishments include the seizure of over 69 kilograms of cocaine, 52 kilograms of fentanyl, 247 kilograms of marijuana and 31 kilograms of methamphetamine. Furthermore, the unit played a crucial role in the seizure of over 163 firearms and over \$1.2 million in USC. Two EOD K9 teams conducted 139 security sweeps during planned events and actual bomb threats. They collaborated with the U.S. Secret Service, U.S. Capitol Police, and state officials to coordinate and execute EOD K9 security operations, including advance site work and escort services, for dignitaries and VIPs.
- From 2023 through 2025, WSP's SWAT assets were activated for 273 tactical operations ranging from: high risk search and arrest warrants, armed barricaded subject situations, counter assault and sniper overwatch for the President, Vice President and First Lady of the United States, funeral security details for fallen law enforcement officers, and protective overwatch details for political and community events.
- The Vehicle Crimes Unit, in coordination with the Division of Motor Vehicles, recovered 61 vehicles with an estimated value of \$2.5 million.
- Partnered with the Wisconsin Motor Carrier's Association, for the "Trooper in A Truck" statewide campaign focused on bringing awareness to the issue of distracted and reckless driving near commercial motor vehicles. State Patrol officers' rode in the cab of commercial motor vehicles to observe traffic and when violations were spotted, the officers radioed to nearby units to take appropriate enforcement action.
- In 2024, the Chemical Test Section partnered with the Highway Safety Office to secure grant funding that expanded alcohol testing resources for local law enforcement. Through this collaboration, the Section was able to deliver 150 preliminary breath test (PBT) devices and 100 PBT calibration kits to agencies across Wisconsin. These tools provide officers with reliable technology to detect alcohol, while the calibration kits ensure accuracy and compliance with testing standards.

Motor Carrier Safety and Enforcement

- Annually inspect nearly 10,000 school buses, 350 human service vehicles, 600 ambulances, and 750 motor buses.
- Efforts to reduce Commercial Motor Vehicle (CMV) related crashes in the state have lowered the number of large truck and bus crashes by 18% from 2847 in federal fiscal year (FFY) 2023 to 2321 in FFY 2024, per federal data. However, the number of fatal crashes in the state have risen by a rate of 13% from 60 in FFY 2023 to 68 in FFY 2024.

- In addition to inspecting more than 33,000 vehicles and/or drivers for compliance with state/federal regulations in FFY 2023 and 31,000 in FFY 2024, DSP weighed over 2.8 million CMVs in FFY 2023 and 3 million in FFY 2024 using Weigh-in-Motion (WIM) technology.
- Complete on-site and off-site compliance reviews to evaluate a motor carrier's adherence to safety regulations by examining key records like driver files, vehicle maintenance logs, and hours-of-service records.

Communications Networks

- The Wisconsin Interoperable System for Communications (WISCOM) is a statewide trunked radio system that is operated, managed, maintained and co-administered by DSP for the benefit of public safety users throughout the state. WISCOM has grown to 140 sites statewide making it the largest VHF trunking system in the United States. As of September 2025, there were 1,265 agencies using the network.
- Beginning in 2024 and continuing through 2025, BNEDI technical and professional staff supported the Department of Military Affairs Office of Emergency Communication's (OEC) through tower remediation work statewide in preparation of the WISCOM 800 radio system. In addition, staff have participated in the planning and design for the WISCOM 800 implementation in the southeast and northeast portion of the state.

Academy

- In addition to being the primary source of training for DSP sworn staff, the State Patrol Academy offers training and education to municipal, county, state, and federal law enforcement related personnel.

The Academy serves as a residential training facility and provides meals, lodging and facility space for partner agencies such as the: Federal Bureau of Investigation (FBI), National Insurance Crime Bureau (NICB), Department of Justice, Department of Natural Resources, Department of Corrections, Madison Police Department, Capitol Police, Wisconsin National Guard and Minnesota law enforcement agencies. The facility is used for meetings, classes, workshops, conferences, and driver training.

2025-2027 Goals

Reduce Fatalities and Improve Traffic Safety

- WisDOT's performance improvement program MAPSS (Mobility Accountability Preservation Safety Service) has set a goal for (2023-2025) to reduce the number of fatalities by two percent and serious traffic injuries and total traffic crashes by five percent from the previous five-year average. DSP's goal is to use all available resources, including federal funding, to increase safety belt use in Wisconsin from 90.4 percent in 2023 to 92.0 percent in 2025.

- BOTS will continue to support the Air Support Unit goal to achieve 80 aerial traffic enforcement details annually to effectively enforce speed and aggressive driving laws.
- Aside from its partnerships with law enforcement agencies, DSP and BOTS will continue to meet statutory requirements of providing outreach to each county Traffic Safety Commission. BOTS will also continue to provide public information and education materials, safety training, overtime funding and equipment to local units of government for conducting ongoing high-visibility enforcement activities and research on new and emerging highway safety issues.
- BOTS will continue to distribute and manage safety programming grants to address behavioral highway safety crashes in their localities. In 2024, 296 grants were awarded. In 2025, 254 grants were awarded. BOTS will seek to increase grantees from 254 to an average of 300 or a 14% increase by 2026 and maintain a federal liquidation rate of over \$15 million annually for programming.
- DSP will continue to develop its new motorcycle safety awareness campaign to heighten motorists' awareness of motorcyclists on our roadways and to encourage safe riding and reduce the number of crashes involving motorcycles. The goal is to maintain training 2,000 riders annually through grant and private funded sites.

Maintain Chemical Testing Services and Training

- The Chemical Testing Section will train and certify over 800 law enforcement personnel to operate the evidential breath test (EBT) instrument and recertify approximately 5,700 current EBT operators. Additional training includes preliminary breath test (PBT) device operation and calibration for over 1,700 law enforcement personnel as well as educational presentations. The Section also evaluates and approves new EBT, PBT, and ignition interlock devices as requested for use in Wisconsin and will maintain and certify over 250 EBT instruments in use at law enforcement agencies throughout the State and provide expert testimony on instrumentation and symptoms of impairment when called upon by the courts. More information can be found at <http://wisconsindot.gov/Pages/about-wisdot/who-we-are/dsp/spec-svcs/chemtest.aspx>

Provide education to Motor Carriers and Conduct Enforcement Activities

- Audit new carriers through the Federal Motor Carrier Safety Administration's New Entrant Safety Assurance Program by assessing compliance with federal regulations by providing education and addressing safety deficiencies using established policies and guidance.
- Utilize predictive analytics and mobile enforcement strategies to increase highway safety with the goal of reducing large truck and bus crashes by identifying high crash rate areas and target law enforcement deployments to these areas.
- Protect the state's highways infrastructure by monitoring industry initiatives in areas of increased CMV traffic.
- Implement and utilize new technologies to improve highway safety and preserve highway infrastructure.

Field Operations

- Advance the Safe System Approach strategies to align with the Department of Transportation's Zero in Wisconsin initiative.
- Enhance interagency collaboration through participation in traffic enforcement operations informed by predictive analytics, with emphasis on impaired driving, highway criminal interdiction, human trafficking, crash reduction, and speed/reckless driving enforcement.
- Lead and coordinate multi-agency highway interdiction efforts in partnership with the Division of Criminal Investigation, Drug Enforcement Administration, U.S. Attorney's Office, and National Guard Counter Drug Unit, resulting in significant drug seizures, currency recoveries, and criminal arrests.
- Implement targeted recruitment initiatives to broaden outreach and increase interest in the Division.
- Foster a culture of employee recognition, wellness, and professional support.
- Continue to collaborate with the U.S. Secret Service, U.S. Capitol Police, and state officials to coordinate, plan, and execute security operations, including advance work and escort services, for dignitaries and VIPs visiting Wisconsin.

Improve Interoperable Communications and Data Collection

- High bandwidth secure wireless access points continue to be established and will be maintained at post facilities, WisDOT rest areas along Interstate highways, and at SWEFs, allowing officers to wirelessly transfer electronic citations, crashes and criminal reports from the mobile data computers in their squad cars to the DSP servers.
- Continue to build out the statewide WISCOM system installing digital narrowband voice base stations that incorporate the national P25 standard. Infrastructure projects include the Germantown tower site and adding WISCOM to the Bay City tower site in the future.
- Adding additional sites to the "layer" of 800 MHz sites in the Milwaukee, Madison and Fox River Valley areas will continue to improve interoperability in those metro areas.

Academy

- Recruit, select and train members of the 71stth and 72nd Recruit Classes.
- Partner with the Wisconsin Department of Justice to facilitate Division of Criminal Investigation, Physical Fitness and Officer Wellness training and education. Facilitate the Training and Standards Bureau Law Enforcement Command College.
- Improve the educational experience of our participants in the classroom through the technological enhancements of additional smart classroom equipment.

- Outfit and train the entire Division with new Glock 47 pistols and their associated Miniaturized Red Dot Sight optics.
- Partner with the Wisconsin American Legion Enforcement Career Academy (WALLECA) as host agency providing first-hand experiences and insight into the operation of law enforcement agencies.
- Partner with the Wisconsin Challenge Academy to integrate Division recruit classes with the Challenge Academy recruit classes, providing mentorship and tutoring while also participating in group physical fitness activities.

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 multimodal transportation system. DTIM is committed to improving transportation safety, fostering internal and external partnerships, and increasing efficiencies. The division consists of one office and four bureaus, each with specific duties related to planning and developing multimodal transportation programs.

- ***Office of Asset and Performance Management***

Develops and oversees the department's asset management program. It conducts comprehensive asset and system needs analyses that form the basis for the department's highway improvement programs.

- ***Bureau of Aeronautics***

Oversees improvement programs focused on increasing aviation safety, developing air transportation facilities, and providing aviation information and technical expertise to an array of external and internal customers.

- ***Bureau of Planning and Economic Development***

Develops and maintains the department's multimodal long-range transportation planning goals and plans that help guide transportation investment decisions, policies, and strategies. This is accomplished through a combination of quantitative and qualitative analysis, stakeholder engagement, and public outreach.

- ***Bureau of State Highway Programs***

Collects and maintains roadway asset condition and attribute data for the entire state highway system and National Highway System. It also coordinates the use of key asset management datasets to develop, fund, and implement the state's highway improvement programs.

- ***Bureau of Transit, Local Roads, Railroads, and Harbors***

Provides statewide leadership to enable communities to make reasonable and responsible transportation infrastructure investments to increase mobility across modes. This is accomplished through multiple state and federal funding programs aimed at providing safe, effective, and efficient local transportation options.

2023—2025 Accomplishments

Office of Asset and Performance Management (OAPM)

- ***Bicycle and Pedestrian Predictive Modeling:*** Finalized the development of BiPASS, a bicycle and pedestrian trip model application. This tool includes two separate models: The first model predicts

bicycle and pedestrian trip behavior. The second model utilizes those trip predictions to model potential bicycle and pedestrian crashes and severity. Additional work is needed to integrate the trip predictions into existing Facilities Development Manual (FDM) processes, so this work will continue into the early part of the next biennium.

- *GAMA Phase 2*: Finalized the phase 2 development of the department's geographical asset management application (GAMA). This included deployment to central office and regional staff for use in program development and analysis. This phase included development of scenario planning tools within the existing GAMA application that allows users to understand tradeoffs between potential improvement project locations, concepts, and timing.
- *Flood Resiliency Tool*: Developed a model for identifying locations on the state-owned system susceptible to flooding events. Predictions are incorporated as a flag in the department's asset management tool, GAMA. This allows project and program managers to identify improvement opportunities for leveraging federal aid targeted at infrastructure protection.

Bureau of Aeronautics (BOA)

- *Airport Improvement Program Management*: During the 2023-2025 biennium, the Bureau of Aeronautics completed three master plan efforts, and began 24 master plans at Wisconsin's airports.
- *Runway Safety Inspections*: Runway Safety Area Inspections were completed for the 154 applicable runways at Wisconsin's airports. Non-standard conditions were inventoried and shared with the Federal Aviation Administration and airport sponsors for corrective actions with future development projects.
- *Aircraft Registration System*: Wisconsin's new Aircraft Registration System is now live. The system has been a large improvement from the previous registration system. For example, steps in retrieving aircraft base/home location information were reduced from 11 pages of procedures down to one.

Bureau of Planning and Economic Development (BPED)

- *Urban Area Boundaries*: Updated all Urban Area Boundaries, both for the MPOs and small urban areas, based on the 2020 Census.
- *Intermodal*: Updated the 2019 report *Overview of Intermodal Freight in Wisconsin*, educating public and private sector stakeholders about current opportunities and challenges regarding intermodal shipping. This report utilized updated data and recent global trends impacting freight movement at local, state, regional, and global levels.
- *Regional Travel Demand Model (TDM) Updates*: Updated the regional TDMs to incorporate new input datasets, including the 2020 Census for the following areas: Northeast Regional, La Crosse, Eau Claire, and Rock County. The regional models are critical to infrastructure decisions and are used in partnership with the state's Metropolitan Planning Organizations for long-range planning, detailed project-level forecasts, and air quality analyses.

Bureau of State Highway Programs (BSHP)

- *Electronic Local Road Certification*: In collaboration with willing local government agencies, complete the statute-driven annual certification process entirely electronically.
- *Statewide Traffic Count Improvements*: Improve the short duration (48 hour) traffic count program to increase the value of the data for DOT business programs and to more effectively meet federal requirements.

Bureau of Transit, Local Roads, Railroads, and Harbors (BTLRRH)

- *Transit Risk-Based Inspection Program*: Completed and submitted the department's risk-based inspection plan to the Federal Transit Administration (FTA) in SFY 2025. The plan was subsequently approved by FTA and the department is in the implementation phase.
- *Agriculture Roads Improvement Program*: Implemented the new Agriculture Roads Improvement Program, which allocated \$150M in the biennium in state funding for improvements on agriculture/timber roads and bridges that are weight restricted and are in serious need of repair. Two rounds of project solicitations were administered and roughly 90 projects were awarded nearly \$150 million in ARIP funding. Project reimbursements will occur over the next 2-3 years.

2025—2027 Goals

Office of Asset and Performance Management (OAPM)

- *Bicycle and Pedestrian Predictive Modeling*: Building off the existing tool, additional modifications are planned to incorporate transit route data. This data will improve prediction/forecast accuracy, as it will allow increased consideration of alternate mode choices. Integration safety into FDM.
- *Bicycle and Pedestrian Predictive Modeling--Documentation*: Integration of safety modeling procedures into standard FDM procedures. And, upon completion of the Transit modification mentioned above, documentation of the expanded procedures for use by project and program managers.
- *Development of Statewide Flood Models*: Current FEMA flood modeling data is not statewide. These gaps force the department to make assumptions in certain portions of the state based on similar locations in other parts of the state that may or may not be representative of actual conditions at the location. Developing a statewide Wisconsin model will allow modeling to be consistently applied across the state, improving accuracy. Once completed, procedure for applying data to program and project decision making will be developed and incorporated into the FDM.

Bureau of Aeronautics (BOA)

- *Airport Improvement Program Management*: BOA administers grants for Wisconsin's public use airports, including the Infrastructure Investment and Jobs Act (IIJA) Airport Improvement Grants (AIG). These IIJA-AIG grants are formula-based dollar grants that are specifically granted to an

individual airport. The phases of the project applied for in the 2023-2025 biennium are anticipated to be substantially completed within the 2025-2027 biennium. In addition, the BOA anticipates applying for the remainder of the 2023 and 2024 IJIA-AIG funds in the upcoming biennium (2025-2027) before their period of availability expires.

- *Pavement Marking Program*: BOA has had a historical program to help general aviation airports refresh the pavement marking (such as the painted runway centerline and runway designations) utilizing a 100% state-funded program. Due to staffing vacancies, this program has not been active since 2019. During the upcoming biennium (2025-2027), BOA has a goal to revive the program to help a selection of general aviation airports complete the pavement marking. This pavement marking is a critical safety feature for the flying public to safely utilize the runway pavements.

Bureau of Planning and Economic Development (BPED)

- *Statewide Freight Plan Update*: WisDOT last updated the State Freight Plan (SFP) in June 2023 and will update the plan by June 2027 to meet federal statute, requiring states to update plans every four years. Beginning in fall 2025, WisDOT staff will develop an updated plan that will enhance safety, security, and resiliency; ensure system preservation and enhancement; and enhance system mobility, operations, reliability, efficiency, and connectivity. Completion of an updated SFP will ensure WisDOT maintains access to approximately \$25-30M per year of federal freight funds.
- *Statewide Airport System Plan Update*: The Wisconsin State Airport System Plan 2030 was adopted in 2015 and is the last modal plan identified under Connect 2050 to be updated. The purpose of this plan is to establish a vision, develop and evaluate system goals, and provide a framework to meet current and future needs for the preservation and enhancement of the airport system. An update to the plan is needed to inform facility and service investment recommendations both individually and systemwide.
- *Regional Travel Demand Model (TDM) Updates*: Continue to update the regional TDMs and begin to update the Statewide TDM to incorporate new input datasets, including the 2020 Census. The TDMs are critical to infrastructure decisions and are used in partnership with the state's Metropolitan Planning Organizations for long-range planning, detailed project-level forecasts, and air quality analyses.

Bureau of State Highway Programs (BSHP)

- *Electronic Local Road Certification*: In collaboration with willing local government agencies, complete the statute-driven annual certification process entirely electronically.
- *Statewide Traffic Count Improvements*: Improve the short duration (48 hour) traffic count program to increase the value of the data for DOT business programs and to more effectively meet federal requirements.

Bureau of Transit, Local Roads, Railroads, and Harbors (BTLRRH)

- *Agricultural Roads Improvement Program (ARIP)*: Ensure new funding included for ARIP in the 2025-2027 biennium is appropriately programed and tracked. Additionally, ensure projects awarded using

funding from the 2023-2025 biennium is tracked and projects reimbursed in a timely manner. Funding appropriated in the 2023-2025 biennium must be awarded prior to June 23, 2026, and reimbursed prior to June 23, 2028.

- *Structures Under 20 Feet Program*: Coordination with Bureau of Structures and local partners to develop a new program to fund the rehabilitation or replacement of local structures (bridges and culverts) under 20 feet in length. The program's intended goal is to address structures identified in assessments as being in poor or worse condition. Funding for the program is established from a set aside within the Agricultural Roads Improvement Program but is treated as a separate standalone program.

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 has bureaus headquartered in Madison, with regional offices in Rhinelander, Wisconsin Rapids, Green Bay, Eau Claire, Superior, Waukesha, La Crosse and Madison. More information about the regional field offices can be found at: <http://wisconsindot.gov/Pages/about-wisdot/who-we-are/dtsd/dtsd-region-offices.aspx>.

WisDOT awarded a total of 777 projects with a let value of nearly \$2.7 billion in fiscal years 2024 and 2025. These projects improved a total of 1,551 miles of roadway and 553 bridges. Below are highlights summarized by region.

North Central Region

- *US 8 (Oneida County):* This project is improving 6.1 miles of US 8 near Rhinelander. It was approached in two segments with a section from WIS 17 to County P being completed in 2024. This project included subgrade improvements to repair the stretch that had issues with tenting. The second leg of the project will include intersection improvements from WIS 47 to WIS 17 north. Two of the intersections (County G and Boyce Drive) will see the construction of roundabouts.

Northeast Region

- *US 10 PASSING LANES: (Manitowoc County):* The \$3.3 million project constructed 3.6 miles of much-needed passing lanes on US 10 between the villages of Reedsville and Whitelaw. The project began May 2024 and finished in September 2024 on time and on budget. Motorists now have a safer location to pass slower-moving vehicles on the two-lane, rural highway.

Northwest Region

- *I-94 Reconstruction (Trempealeau County):* This multiyear project reconstructed 3.6 miles of I-94 from County NN north of Osseo to the Jackson County line. Construction on the project began in July 2022 and included building temporary lanes to make sure four lanes of traffic could be accommodated. Work also included replacing the concrete pavement on east- and westbound I-94, replacing the pavement on the I-94/US 10 interchange ramps and adding right-turn lanes on US 10 at the I-94 ramps. The project was completed in November 2024.

Southeast Region

- *I-43 North-South (Milwaukee, Ozaukee counties):* This multiyear, \$550 million project made major improvements to approximately 14 miles of I-43, between the city of Glendale and the village of Grafton. This segment of freeway is one of the busiest routes in the state of Wisconsin with upwards of 90,000 vehicles utilizing it daily. Improvements include the complete reconstruction and expansion of the freeway and several bridges and ramps, as well as the construction of a diverging diamond Interchange at Brown Deer Road - the first in WisDOT's Southeast Region.

- *I-894 Improvement Project (Milwaukee County)*: This multiyear, \$60 million project was completed along one of the busiest sections of interstate in Wisconsin. Stretching between 84th Street and 35th Street, this segment of I-894 sees upwards of 130,000 users each day. Crews reconstructed the medians, improved drainage and lighting systems and completely reconstructed the WIS 36 (Loomis Road) bridge overpass. During this project, the WisDOT project team also utilized four 54-hour full, directional freeway closures. Using echelon paving techniques during those closures, crews were able to resurface the entire corridor in a matter of days, instead of months.

Southwest Region

- *WIS 130 Lone Rock Bridge Replacement (Richland County)*: Among the first Design-Build projects initiated by WisDOT, the WIS 130 project replaced three aging bridges with two new structures across the Wisconsin River. Located south of Lone Rock at the convergence of Iowa, Richland and Sauk counties, the river crossing is an important link for regional traffic, agri-business and freight vehicles. The \$40 million project also realigned the WIS 130/133 intersection to improve safety. The project reconstructed WIS 133 with comprehensive safety innovations to protect travelers, including a guardrail and concrete barrier wall designed to reduce crashes and prevent rock falls on the roadway. The bridge opened to traffic in 2024; project completed in 2025.
- *I-90/94 and WIS 82 Interchange (Juneau County)*: Completed in 2023, the \$29.5 million project replaced the aging interchange to meet future safety and operational needs at the I-90/94 and WIS 82 interchange in Mauston, a heavily used facility along the Interstate corridor. The work included reconstruction of ramps and ramp terminals, bridge replacements, construction of roundabouts and reconstruction and resurfacing along WIS 82 and local roads.
- *US 12/18 and County AB Interchange (Dane County)*: The project was a collaborative effort with stakeholder groups having committed substantial funding and resources. The \$29 million project, funded by the Federal Highway Safety Improvement Program (HSIP), WisDOT, Dane County, City of Madison and the Ho-Chunk Nation, was completed in 2023. The project constructed a diamond interchange to improve safety, connectivity and support local economic growth.

2023-2025 Accomplishments

Efficiency and Service

- Completed 12 Continuous Improvement projects in FY23-24, totaling nearly 9,000 hours repurposed and almost \$725,000 in annual cost savings. These projects are instrumental to saving time while creating budgetary and process efficiencies.
- Revamped safety training program to provide more hands-on education about job-specific issues in addition to broader concerns. Averaged 900 participants during the last two years of in-person training.
- Launched an external-facing As-Built Records Management System (ARMS) that, within its first three months of operation, saw nearly 400 consultants download more than 1,570 documents.

- Piloted five Design-Build projects, with the two already completed – WIS 130 near Lone Rock and WIS 125 near Appleton – resulting in major time reductions in construction.
- Finalized seven Value Engineering studies in FY23-24, totaling approximately \$70 million in net cost avoidance. These studies focused on I-94 East/West, the Wisconsin River Bridges, I-43 Rock Freeway, I-41/43/894 Airport Freeway, I-39/90/94 corridor, I-41 Mitchell Interchange and the John Nolen Drive project.
- Established the department's very first liaison agreements with both the Army Corps of Engineers (USACE) and U.S. Fish and Wildlife Service.
- Updated the DNR/DOT Cooperative Agreement Wetland Mitigation Attachment and finalized the USACE/DNR/DOT MOU to support WisDOT's transition to a new set of mitigation guidelines.
- Rebuilt and redesigned state highway map using ArcGIS technology, receiving national recognition. The map is more than 100 years old, and this was the first major overhaul since production moved to a digital format more than 35 years ago.
- Recycled more than 3.73 million tons of roadway material in improvement projects in 2023 and 2024, which created an estimated \$77.8 million in savings and helped surpass the Department's annual goal of replacing at least 15% of virgin materials in projects.
- Used cold-in-place recycling method on 20 projects, totaling more than 161 centerline miles of roadway. Cold-in-place recycling mills the existing asphalt road surface and processes the material on-site for reuse.
- Worked with local partners across the state to inventory about 17,500 structures under 20 feet in length and, in the process, identified more than 110 that should be considered bridges and should be eligible for federal funds. Inspected more than 8,000 of them so far.
- Completed conversion of statewide highway lighting systems to LED lighting. This system-wide conversion is expected to yield utility cost savings of more than \$1 million plus maintenance and operations savings of \$325,000. Savings generated by the program will fully cancel out replacement costs by approximately 2026.
- Refined and updated the oversize/overweight (OSOW) permitting software, which has increased the rate of self-issued e-permits from 56% of total permits at its latest inception (2020) to nearly 85% currently. The time and money savings are noteworthy, considering that the OSOW unit is approaching issuing 80,000 total permits per year.
- Developed a Wildlife Reporting System (WRS) mobile application for reporting car-killed-deer (CKD) incidents between county officials and CKD contractors. This system greatly improves tracking of data, reporting and transparency/accountability between contractors and county stakeholders.
- Completed the review of a statewide inventory of outdoor advertising signs along federal and state highways, utilizing the Outdoor Advertising Control System (OACS) ePermitting system. This effort

coincides with the Federal Highway Administration's coordination of the inventory, ensuring consistent compliance with both state and federal laws.

- Coordinated with nearly 15,000 volunteers to remove approximately 170 tons of trash annually through the Adopt-A-Highway (AAH) program. In 2023, WisDOT launched a new automated webpage for AAH groups to apply for segments, report clean-up efforts and allow for abandoned segments to be shown.

Safety and Mobility

- The 511 Wisconsin website averaged 4.0 million visits in CY23-24, which represents a 35% increase from CY21-22.
- The Traffic Management Center control room managed more than 36,000 events, marking a 3% decrease from 2022. In 2024, the control room handled 44,336 confirmed incidents, a 20.5% increase from 2023.
- The Work Zone Freeway Service Team patrolled 425,000 miles in 2024, providing motorist assistance and quick clearance of disabled vehicles.
- Trained 3,616 emergency responders and county highway workers through the Traffic Incident Management Enhancement (TIME) program on safety protocols and strategies for working near traffic.
- Continued to install living snow fence to aid in drift control, which increases driver safety on the road. WisDOT installed about 60,000 linear feet of living snow fence in the last two years.
- Saved 116 million pounds of salt, worth about \$15.1 million, by working with county highway departments on liquid deicing strategies and other winter best management practices. Currently, 60 of 72 counties either have a high-capacity brine maker or are looking to procure one.
- Implemented pilot projects stemming from two SMART Work Zone Grants – one for evaluating the usage of Autonomous Truck Mounted Attenuators and the other for extending the Work Zone Data Exchange to provide real-time travel information. Both initiatives will help improve safety in work zones. Additionally, implemented new policies and innovations:
 - use of connected devices for lane closures
 - use of Digital Speed Reduction Systems for speed reductions
 - use of Temporary Audible Message Devices for pedestrian accommodations
 - Aerial Speed Enforcement to enforce the speed limit and target aggressive driving
- Created an internal task force to reduce wrong-way driving incidents. WisDOT identified locations for 10 additional wrong-way driver alert systems to be installed across the state in FY26.
- Launched the Speed Limit webpage to provide information on the different types of speed limits, how they're established, how they're enforced and more.

- Worked with Tribal governments on the implementation of the dual language signing program. Erected traffic signs with both English and the native language on two different tribal lands – Forest County Potawatomi Community and Menominee.
- Continued emphasis on making the transportation system accessible to everyone by installing or updating approximately 2,100 curb ramp locations in CY24, a 22.6% increase over CY23. Also had the Title VI Implementation Plan approved by FHWA in December 2024 and the ADA Transition Plan accepted in October 2024.
- Exceeded overall annual goal for federally funded work that was awarded to Disadvantaged Business Enterprises for five consecutive years (FFY21-25). Good Faith Effort (GFE) approvals reduced to an all-time low of 3% of federally funded contracts in FFY25.

2025-2027 Goals

- *Strengthen an evolving workforce*: Maintaining a strong focus on recruitment and retention internally for WisDOT employees, such as civil engineers and other technical staff, is part of a longer-term strategy to ensure continuity of operation, avoid knowledge gaps and stay flexible to manage change in the coming years. We will continue to bolster internal communications, onboarding and training of staff internally for next generation needs.
- *Bolster work zone safety messaging*: The department continues to work to improve the quality, quantity and frequency of messages about the importance of safe driving as well as safe working within Wisconsin's highway work zones. Leveraging technology, data and partnerships, the department is committed to expanding on efforts to create public service announcements, events and social media that help to drive the conversation with staff, stakeholders and the traveling public.
- *Provide leadership for a quality transportation program*: Continuing to streamline processes and create best practices will be critical with several large projects on the horizon, including Blatnik Bridge, US 51 (Stoughton Road), the I-39/90/94 Corridor and WIS 175. The department will continue to leverage technology where practicable to improve efficiency, flexibility and competitiveness within planning, design, letting and contract execution. Continued improvements in outreach with industry should influence more positive outcomes with utility coordination.
- *Focus on strategic partnerships*: WisDOT routinely works with local, state, federal and Tribal governments as well as multiple stakeholder groups during any given project. There has been increased emphasis on the importance of communication and active listening to identify concerns and, where possible, resolve issues. Continued cultivation of working relationships will aid in delivering highway and bridge projects.
- *Focus on technology and process improvement*: One of the core principles in the division's mission is to nurture a culture of continuous improvement where staff can help to identify, test and adopt new tools that create positive impacts. We strive to find ways to share information and increase transparency. Utilizing technology, data and research will continue to ensure the department is leveraging transportation investments as effectively as possible.