

Project Overview: Enhancing Transportation for Wounded Warriors

Business Unit:

Wounded Warrior (Warrior Transition Battalion)

Detailed Problem / Opportunity Statement:

The Wounded Warrior (Warrior Transition Battalion) identified critical transportation gaps for its service members:

1.Absence of Dedicated Transportation: Service members, after their arrival in the DMV area, lacked an organized transportation system to the WTB.

2.Resource & Knowledge Deficit: Stranded without pertinent resources and knowledge, service members faced logistical hindrances in reaching the WTB.

Opportunity:

By furnishing robust transportation and logistical support, we can substantially elevate the service quality for our soldiers.

Project Goal:

Engineer and set in motion a coherent process that ushers Wounded Warriors from their commencement point to the WTB within a span of six hours post their DMV arrival.

Implementation & Significant Changes:

1.Structured Training Regime:

- Devised a detailed training blueprint for the concerned personnel.
- *Benefit:* The regimented training ensured that all personnel were aligned and equipped to handle transportation logistics efficiently.

2.Standardized Operating Blueprint:

- Introduced a set of Standard Operating Procedures (SOP) for systematized operations.
- *Benefit:*The SOPs provided clarity and uniformity in operations, ensuring smooth transitions and reduced glitches.

3. Reporting Mechanism:

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- Instituted Commander's Critical Information Requirements for periodic updates.
- *Benefit:*This facilitated real-time monitoring and adjustments, ensuring optimal service delivery.

4. Centralized Airport Operations:

- Transitioned from servicing three airports to focusing on a single hub.
- *Benefit:*This consolidation streamlined operations, reducing complexities and ensuring better resource allocation.

5. Holistic Logistical Support:

- Extended end-to-end logistical assistance, right from the point of origin to the Wounded Warrior Regiment.
- *Benefit:*This 360-degree support ensured that no service member was left stranded or unsupported at any point.

Realized Return on Investment(ROI):

- **Enhanced Customer Experience:**
 - We built a rigorous infrastructure equipped with resources and strategies, ensuring a smooth and safe transition of servicemembers to the Wounded Warrior Regiment.
 - With a unified airport strategy, we eradicated variability, fostering predictability.
 - Uniform training for contact teams enhanced the service member experience, reflecting positively on the WTB.
 - Service members appreciated the proactive support, as indicated by reduced complaints and higher satisfaction levels.
- **Financial Upside:**
 - The internal transportation support from Fort Belvoir Garrison cut vehicular expenses by \$50,000 annually.
 - We abolished out-of-pocket transportation expenses for service members.
- **Operational Efficiency:**

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- The waiting and travel times were halved, with service members now reaching their destination in less than six hours, a reduction from the initial 12-hour window.
- The decision to operate through one primary airport (Dulles) led to a 75% reduction in travel time for the WTB staff.

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