



# **BACKLOG REDUCTION PROJECT**

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**Wireless Telecommunications Bureau**  
**March 2000**

# Backlog Reduction Project

- Ω **December 1998 - 64,000 wireless applications and matters pending one year or more.**
- Ω **WTB implements backlog reduction project.**
- Ω **Goal - No matters pending more than one year by March 2000**

# Backlog Reduction Project

Ω **March 2000 - More than 99% of backlog eliminated**

Ω **Resolution of most remaining items outside the Bureau's control due to**

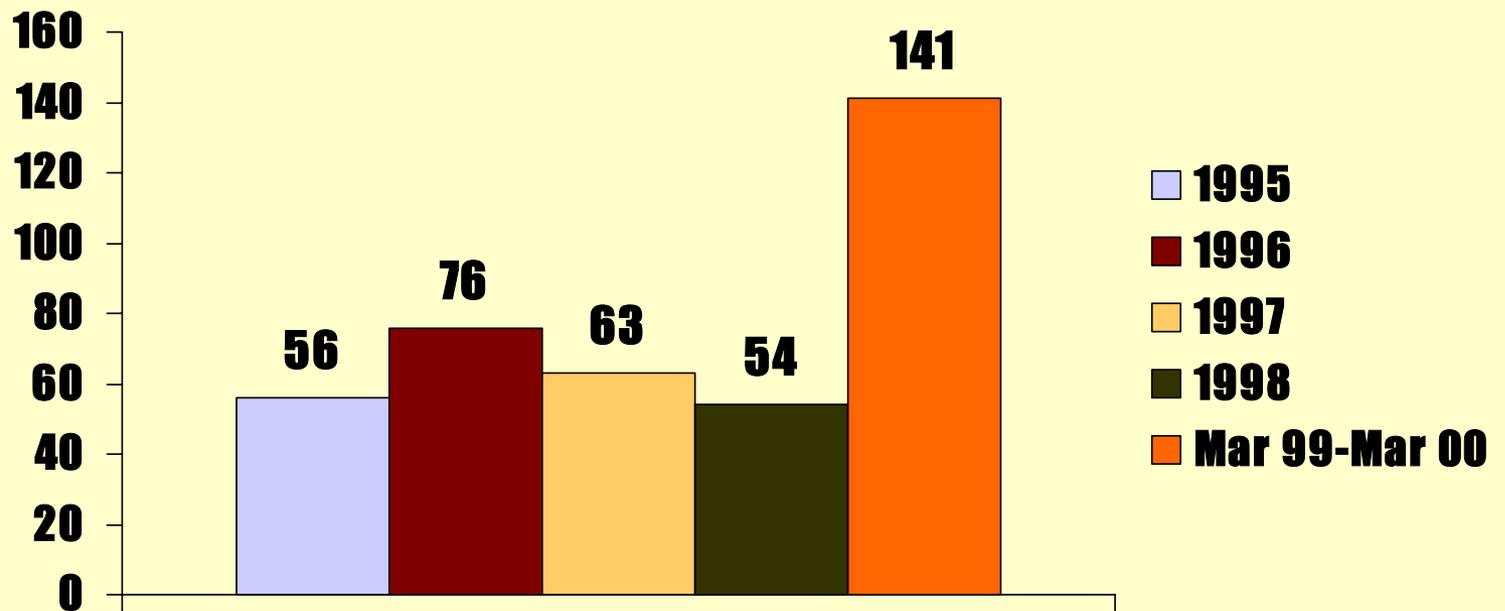
- **hearings**
- **action required of another agency**
- **action required of another government**

# Backlog Reduction Project

## Ω Factors in meeting commitment

- **Backlog Reduction Task Force**
- **Streamlining initiatives**
- **Conversion of licensing databases to ULS**
- **Implementation of unified tracking system**
- **Commitment by WTB staff**
- **Efforts by Commissioners and their staffs to review and adopt items**

# WTB Commission-Level Items



# Backlog Reduction Project

- Ω **During the Backlog Reduction Project, WTB maintained excellent productivity**
- Ω **515,000 applications and matters were received since January 1, 1999.**
- Ω **More than 477,000 of these have been resolved.**

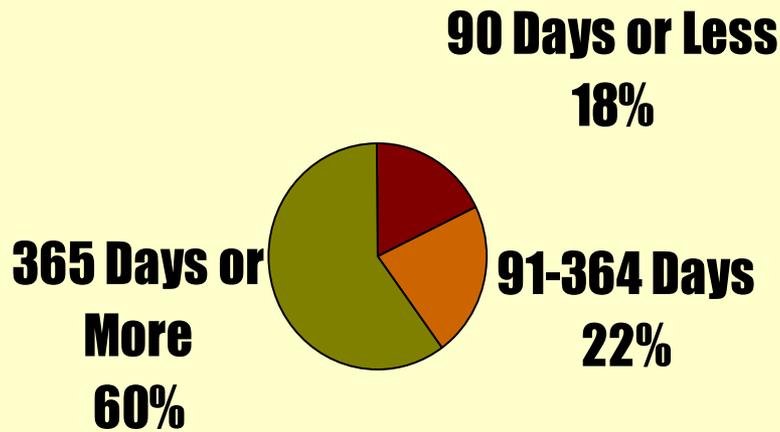
# Backlog Reduction Project

Ω In FY 2000, 92% of applications and matters processed in 90 days or less.

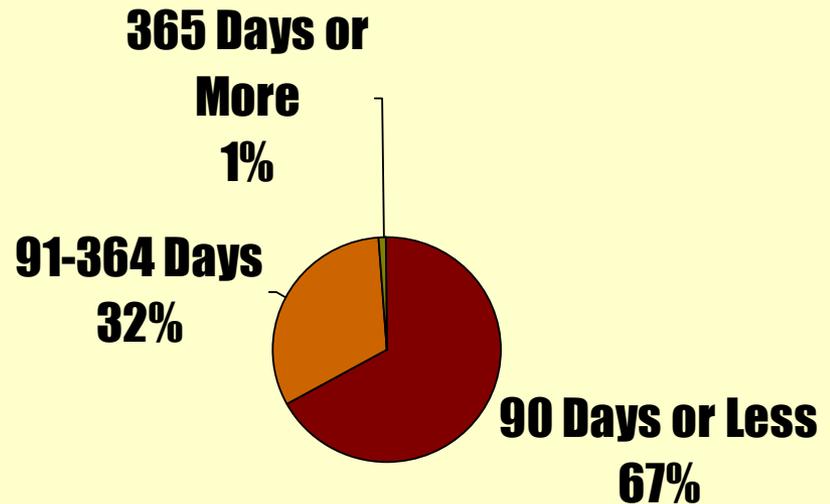
Ω Percentage will improve in the future due to our backlog reduction program and complete implementation of ULS.

# Backlog Reduction Project

**Age of Pending - January 1999**



**Age of Pending - March 2000**



# Backlog Reduction Project

## Bottom Line

- **Technology**
- **Tracking**
- **Streamlining**
- **Commitment**

 End Result - **Work Smarter, Better, Faster**