

# Strategic Lean Project Report



**For Reporting Period:** January 1, 2015, through June 30, 2015

## I. General Information:

Lead agency name: Utilities and Transportation Commission

Partner agencies: none

**Improvement project title:** Streamlining of outdated Telecommunications regulations

**Date improvement project was initiated:** 11/1/2013

**Project type:** Previously reported project

**Project is directly connected to:**

Results Washington performance measure

Agency Strategic Plan

Other

**If applicable, specify the alignment:**

A specific goal of the 2013-2015 Strategic Plan stated, "By June 2015, the commission will have streamlined existing rules to tailor regulation to the telecommunications market in Washington."

**Report reviewed and approved by:** Pat Hazzard, Director of Safety and Consumer Protection – *on behalf of Steve King, Executive Director*

## II. Project Summary:

The Utilities and Transportation Commission performed a substantial revision and eradication of outdated telecommunication carrier regulations. This process improvement resulted in the modification of 39 rules and the deletion of 33 rules out of 146 WAC's concerning regulation of telecommunication carriers in the state of Washington.

## III. Project Details:

**Identify the problem:** Major technological and regulatory changes in the telecommunications marketplace resulted in the need to review current WAC rules to ensure they are still appropriate or necessary in order to provide a balance of consumer protection while not adding unnecessary costs to telecommunications carriers.

**Problem statement:** When this project started, there were 146 telecommunications related WAC rules many of which were out dated or no longer relevant. Our target was to streamline these rules by 6/1/2015.

**Improvement description:** An internal review was conducted of all 146 existing telecommunications WAC rules with an eye to modification or elimination of rules that were no longer appropriate or necessary given the changes occurring in the telecommunications marketplace.

This review resulted in the modification of 39 rules and the deletion of 33 rules. This

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included removing clerical errors and requirements placed upon incumbent local exchange carriers that are no longer appropriate or necessary. This means less reporting to the commission by companies. These rule changes were put into effect in February 2015.

**Customer involvement:** Stakeholder input to the rule revisions was reasonably considered throughout the process. This included releasing an initial proposal in the early stages of the project to stakeholders for comments in May of 2014. Throughout the improvement process, stakeholders were asked for comments three additional times. A workshop was held on 7/28/2014, allowing interested parties to discuss the proposed changes with commission staff. Comments were collected from 8 stakeholders including CenturyLink, Frontier, AT&T, and T-Mobile. All comments submitted by stakeholders were reviewed by commission staff and resulted in several additional recommended changes to the rules.

## IV. Project Details:

Improved process as measured by: <i>(Click those that apply)</i>	Specific results achieved: <i>(Complete the narrative boxes below)</i>	Total Impact: <i>(Actuals; Current Reporting Period)</i>	Results status:
<input type="checkbox"/> Safety			
<input checked="" type="checkbox"/> Cost	Avoided costs paid by the Class A telecommunications companies.	\$45,000	Preliminary
<input type="checkbox"/> Quality			
<input checked="" type="checkbox"/> Time	Decreased commission staff hours spent on telecommunications regulation.	60 hours	Preliminary
<input type="checkbox"/> Customer Satisfaction		<input type="checkbox"/> N/A (or)	
<input type="checkbox"/> Employee Engagement		<input type="checkbox"/> N/A (or)	

## V. Contact information:

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