

Detailed Lean Improvement Project Report

For the June 1, 2014, through December 31, 2014, reporting period

**Agency name:**

Environmental and Land Use Hearings Office

Improvement project title:

Procedural rules amendments of the Pollution Control Hearings Board (PCHB) and the Shorelines Hearings Board (SHB)

Date improvement project initiated:

November 2014

Summary:

The PCHB/SHB made clarifications and revisions to procedural rules to update and reflect general clean up and modernization of the rules. The two updates with the most significance will allow electronic filing of documents and clarify the scope of PCHB jurisdiction.

Details:

Description of the problems: 1) Parties in appeals before the Boards are required to file new appeals and/or case documents by a deadline and insure that the Board actually receives the documents by the deadline. Electronic filing of new appeals and documents (unless specifically authorized) was not previously allowed, and therefore, parties sometimes missed deadlines due to delays with the US mail or expended significant time and/or money trying to file documents on time. 2) Additionally, prior to this rules revision, all areas of the PCHB's jurisdiction were not updated or clearly stated in one place, so it could be difficult for appellants to identify where to file their appeals.

Description of the improvement: 1) The Pollution Control and Shorelines Hearings Boards implemented rule amendments to allow electronic filing of all documents. 2) The PCHB amended its jurisdictional rule to identify those agency administrative decisions that are appealable to the PCHB, based on legislative changes over the last several years.

Specific results achieved: 1) Allowing Electronic filing increases customer satisfaction and saves time and money. We have heard from our stakeholders on many occasions that they would like such an option. It makes it easier for the parties to track whether or not their appeal was timely received by the Boards. Additionally, it saves time and money for the parties by eliminating the need to use a private overnight mail service or a courier when the deadlines are tight. Electronic filing saves staff time trying to track down whether or not appeals or documents were received timely. 2) Updating the PCHB jurisdictional rule increases customer satisfaction by making the process easier to understand and accessible to the public. This rule amendment makes the public's understanding of what is appealable to the PCHB and where to file appeals much easier to understand.

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How we involved customers or stakeholders in this effort: We published the amendments with the Code Reviser's office as well as posted notice of the proposed rule changes on our website asking for feedback. Additionally, we held a public meeting on the adoption of the rules.

Contact person:

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