

Strategic Lean Project Report



For Reporting Period: January 1, 2016 – June 30, 2016

I. General Information:

Lead agency name: Washington State Parks and Recreation Commission

Improvement project title: Disaster Reporting Process Improvement

Date improvement project was initiated: 6/9/2016

Project type: New Project

Project is directly connected to:

Agency Strategic Plan

Other

If applicable, specify the alignment:

Initiative #2: Adopt a business approach to park system administration.

The agency Transformation Strategy was a transition planning effort resulting from a dramatic financial shift. The plan was initiated to drive mission-aligned improvements and ensure park system and financial sustainability. The subsequent Agency Strategic Plan helps to ensure that the state park system provides sites and services that people continue to choose for recreation and renewal.

Report reviewed and approved by: Don Hoch, Director

II. Project Summary:

State Parks improved its disaster reporting and reimbursement-request process by establishing a standard procedure that makes it easier for staff to account for costs incurred during a disaster. The **Park Disaster Individual Activity Log** enables staff to record, in real time, expenses that directly relate to the costs of dealing with the disaster such as: staff and volunteer time, equipment use, debris-removal, etc. This improved record keeping enables the agency to apply for disaster-recovery funding from FEMA and other organizations.

III. Project Details:

Identify the problem:

In 2015, several parks in the State Parks system suffered damage from severe storms, flooding and other natural disasters. During a disaster, parks staff are focused on ensuring the safety of visitors and park staff, followed by cleaning up the park to pre-disaster conditions. During this time, staff were not able to accurately account for their time and equipment used in dealing with the disaster or the ensuing cleanup costs.

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Identify the problem: Without an adequate method to document costs and seek reimbursement, much of the cost to repair the damage from disasters comes from funding normally used for park improvement. As a result, funding for much-needed improvements has to be deferred, sometimes with negative effects on visitor experience.

Problem statement: State Parks lacked an adequate system for keeping records of costs incurred at the time of a disaster. Without a system to keep these records in real time, staff would have to try to recreate—to the best of their memories—all the effort, time and expense needed to deal with the disaster.

Improvement description: It wasn't until after the final disaster in 2015—flooding in Schafer State Park— that we knew how simple the fix would be. Parks field, fiscal, and maintenance and payroll staff collaborated to quickly develop a standardized process in the form of the **Park Disaster Individual Activity Log**. This log enables field staff to easily keep track of expenses and staff and volunteer time during a disaster. The form will be kept with the employee or vehicle at all times, so that it can be easily accessed during an event.

Customer involvement: State Parks field staff were the primary driver for this improvement effort.

IV. Project Details:

Improved process as measured by:	Specific results achieved: <i>(Complete the narrative boxes below)</i>	Total Impact:	Results status:
<input checked="" type="checkbox"/> Safety	Increased safety by allowing staff more time to attend to other park maintenance issues and serve the daily needs of visitors.	N/A	Final
<input checked="" type="checkbox"/> Quality	Increased efficiency by standardizing the methods.		
<input checked="" type="checkbox"/> Time	Decreased reworking the events of the disaster to establish costs. This improvement allowed staff more time to attend to other park maintenance and improvements and serve daily visitor needs.	N/A	Preliminary

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