

# Strategic Lean Project Report



**For Reporting Period:** July 1, 2016 through December 31, 2016

## I. General Information:

Lead agency name: Utilities and Transportation Commission

Partner agencies: n/a

**Improvement project title: UTC – Reduce Transportation Orders**

**Date improvement project was initiated: 6/1/2014**

**Project type: New Project**

**Project is directly connected to:**

- Results Washington performance measure
- Agency Strategic Plan
- Other

**If applicable, specify the alignment:**

*Report permit timeliness to the Governor's Office for Regulatory Innovation and Assistance (ORIA) as required by RCW 43.42A. This project results in improved permit timeliness as a result of significant staff time savings.*

## II. Project Summary:

The Utilities and Transportation Commission improved the process for routine licensing-related transportation orders, resulting in a reduction of 1337 orders created per year (replaced by letters); a staff time savings of nearly 911 hours per year, and easier to understand documents for the regulated carriers.

## III. Project Details:

<b>Identify the problem:</b>	Nearly every licensing-related action required a formal order created and signed by the Transportation Safety Assistant Director or Executive Director of the agency. This process took an average of 61 minutes of staff time to create, obtain the signature, and formally serve the order to the company and involved four different offices.
<b>Problem statement:</b>	It took 61 minutes to process a transportation-related order compared to our target of 20 minutes per letter; which we implemented starting 2/1/2016.
<b>Improvement description:</b>	The Licensing Services section reduced the number of orders served by changing transportation-related routine orders to letters that staff draft and the licensing services manager signs. This has resulted in a reduction of over 111 orders per month and a savings of 75.9 hours per month; or, 910.8 hours per year. Further benefits include delegating authority to staff closer to the action to execute routine actions, less staff needing to touch a document in order to process and approve it and easier-to-understand documents for the regulated carriers (the customer).

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**Customer involvement:** n/a

## IV. Impact to Washingtonians:



## V. Project Results:

<b>Improved process as measured by:</b> <i>(Click those that apply)</i>	<b>Specific results achieved:</b> <i>(Complete the narrative boxes below)</i>	<b>Total Impact:</b> <i>(Actuals; Current Reporting Period)</i>	<b>Results status:</b>
<input checked="" type="checkbox"/> <b>Time</b>	Decreased staff time spent on creating orders <b>from</b> 113.9 hours per month <b>to</b> 38 hours per month. This is a saving of 75.9 hours per month or nearly 911 hours per year.	Current reporting period, Feb 2016 thru Dec 2016.	Preliminary

## VI. Contact information:

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