

Strategic Lean Project Report



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

I. General Information:

Lead agency name: Washington Department of Fish and Wildlife

Partner agencies: N/A

Improvement project title: Simplifying Fishing Rules

Date improvement project was initiated: 7/15/2015

Project type: New Project

Project is directly connected to:

If applicable, specify the alignment:

Agency Strategic Plan

Goal 2: Provide sustainable fishing, hunting, and other wildlife-related recreational and commercial experiences.

Other

Supports a Dept. Strategic Initiative called, "Washington's Wild Future", to better meet our customer needs.

Report reviewed and approved by: Deputy Director Joe Stohr

II. Project Summary:

The general angler community (fishing men and women) gave the Washington Department of Fish and Wildlife feedback that anglers prefer more simplified fishing rules. To that end, the Dept. is in the middle of a project to: 1) reduce the complexity of rules while maintaining or increasing opportunity, 2) improve the understanding and readability of the rules pamphlet, 3) provide a smartphone application to allow real time access to regulations, and 4) improve the internal rule-making process, all by December 2017.

III. Project Details:

Identify the problem: Customer meetings and website/email comments provided feedback that Dept. fishing rules were too complex and hard to understand.

Problem statement: Currently, the Dept.'s 2015-16 rule pamphlet is 145 pages with 1,000's of rules, and our goal is to reduce those numbers and improving rule understanding and access, by 12/31/2017.

Improvement description: One of the root causes of rule complexity is the Dept.'s intent to provide as much fishing opportunity to citizens, as possible. For example, fish health exists at different levels, at different periods of time, throughout a given river system. Some parts of a river system, at different points in time, are healthier and afford more fishing opportunities, than other parts of the river system. Dept. fishing rules try to accommodate as many fluctuations in location and time as possible to maximize

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Improvement description: fishing opportunities. As a result, one river system could have numerous different rules, at different times during the year, which adds to rule complexity. The Dept.'s improvement effort is trying to find the right balance between providing as much opportunity as possible (many rules) while making it easy to find, read, and understand the rules (fewer rules). The Dept. has researched other state approaches, and is experimenting with the development of standard rule guidelines that would reduce the number of rules.

Customer involvement: The Dept. sought and received angler feedback at the beginning of the process through public meetings and electronic media (website and email), and the Dept. will use angler feedback during and after the project to ensure the Dept. is better meeting their needs.

IV. Project Details: To be determined.

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:
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V. Contact information:

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