

Strategic Lean Project Report



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

I. General Information:

Lead agency name: Washington State Patrol

Partner agencies: Department of Licensing, Tow and Wrecking Industry, Attorney General's Office.

Improvement project title: Tow and Wrecking compliance and enforcement.

Date improvement project was initiated: 7/21/2015

Project type: New Project

Project is directly connected to:

Results Washington performance measure

Agency Strategic Plan

If applicable, specify the alignment:

Goal 5: 1.3

2015 WSP Goals and Priorities: Goal #5: 5.1, 5.4, 5.5.

Report reviewed and approved by: Captain Tom Foster

II. Project Summary:

The Washington State Patrol Commercial Vehicle Division improved administrative processes, resulting in time-saving methods in order to facilitate enforcement while maintaining accountability.

III. Project Details:

Identify the problem:

The entire administrative business process had become inefficient, cumbersome, and ineffective.

Problem statement:

The Commercial Vehicle Division identified inefficiencies in the administrative and enforcement processes.

Improvement description:

Effectively created labor-saving methods to benefit the Tow Industry, Wrecking Industry, our partners, motoring public, and the environmental safety of Washingtonians.

Customer involvement:

Inspectors can focus on being proactive and increase service to the citizens of Washington State. For example: ensuring tows on the WSP rotational list are in compliance with regulations, investigating complaints on illegal wrecking yards, and investigating environmental crimes from non-licensed dismantlers that are dumping unsafe and hazardous fluids on property owners' land.

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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 checked="" type="checkbox"/> Safety	Decreased - Decreased state-mandated Registered Tow Truck Operators' annual business renewal from entire fleet to 50% of fleet, randomizing to ensure compliance and safety.	By randomizing inspections, showed an increase in compliance.	Final
<input checked="" type="checkbox"/> Cost	Avoided - Avoided an increase by implementing WA-TECH from December 2015 to April 2016. This allows training, meetings, and conferences to be conducted over a secured web connection. This resulted in a total savings of approximately \$1,176 per meeting (quarterly), or \$4,704 annually.	Avoided travel, overtime, and per diem expenses.	Final
<input checked="" type="checkbox"/> Quality	Increased - An updated multi-part Tow Inspection form was implemented; this reduced the turnaround from supervisor to employee from 14 days to 1-2 days.	This allowed for faster business renewals for RTTO's by the Department of Licensing.	Final
<input checked="" type="checkbox"/> Time	Decreased - Decreased the average time for inspectors to investigate complaints by citizens, Troopers, and companies from 3-5 days to 1-2 days.	Inspectors have access to SECTOR back office, allowing them immediate access to tow impound forms	Final
<input checked="" type="checkbox"/> Customer Satisfaction	Increased - Increased the average time for investigating complaints by Registered Tow Truck Operators, Scrap Processors, Hulk Haulers, and Wrecker businesses from 15 plus days to an immediate automated response and final response within 10 days.	An e-mail complaint box was implemented on the agency's public website. Complaints are now screened by the Tow and Wrecking Supervisor.	Final

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<input checked="" type="checkbox"/> Employee Engagement	Increased - Increased the stability of the tow and wrecking detachment unit from each Trooper having two chains of command to a single chain of command.	Implementing a standalone detachment with a single chain of command provided guidance and stability to the detachment.	Final
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V. Contact information:

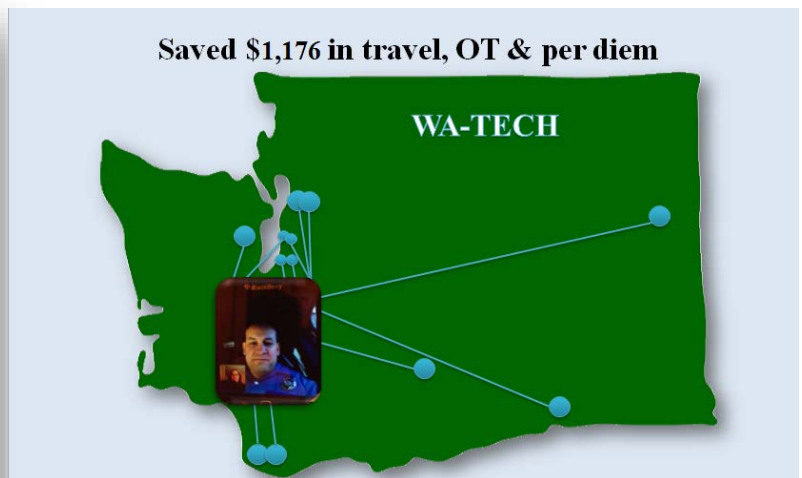
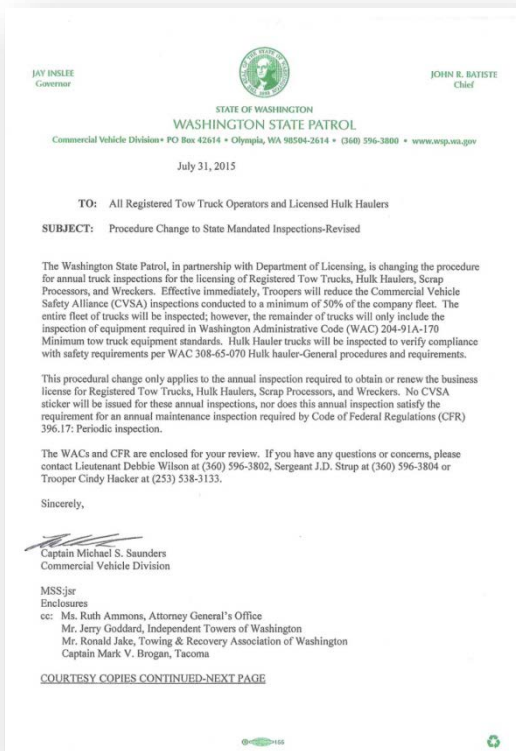
Name: Assistance Chief Marc Lamoreaux
Phone number: 360-596-4117

e-mail: Marc.Lamoreaux@wsp.wa.gov

VI. Optional Visuals:

Safety:

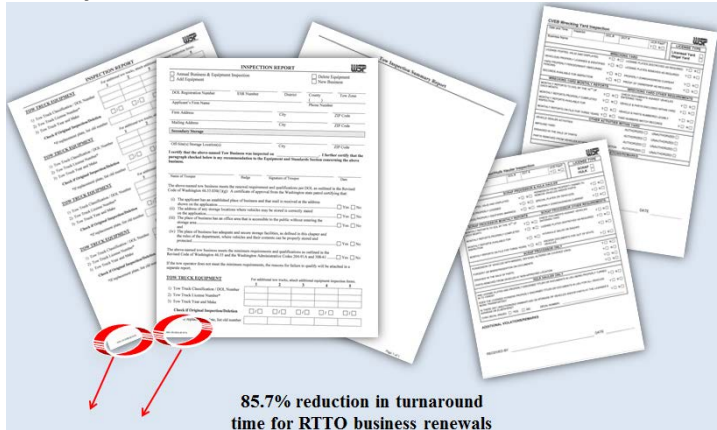
Cost:



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Quality :



Time:

EQUIPMENT	DAMAGE	EVIDENCE (DRIVER'S SIDE)	EVIDENCE (PASSENGER'S SIDE)
<input type="checkbox"/> GLOW BOX LOCKED	<input type="checkbox"/> FRONT	<input type="checkbox"/> FRONT	<input type="checkbox"/> FRONT
<input type="checkbox"/> KEYS	<input type="checkbox"/> ENGINE DAMAGE AREA	<input type="checkbox"/> R SIDE	<input type="checkbox"/> R SIDE
<input type="checkbox"/> AUTO STEREO	<input type="checkbox"/> R REAR	<input type="checkbox"/> L SIDE	<input type="checkbox"/> L SIDE
<input type="checkbox"/> AUDIO TAPES / CD'S	<input type="checkbox"/> L REAR	<input type="checkbox"/> R REAR	<input type="checkbox"/> R REAR
<input type="checkbox"/> CD RADIO	<input type="checkbox"/> L FRONT	<input type="checkbox"/> L FRONT	<input type="checkbox"/> L FRONT
<input type="checkbox"/> RADAR DETECTOR	<input type="checkbox"/> L SIDE	<input type="checkbox"/> L REAR	<input type="checkbox"/> L REAR
<input type="checkbox"/> TRUNK LOCKED	<input type="checkbox"/> L REAR	<input type="checkbox"/> R REAR	<input type="checkbox"/> R REAR
<input type="checkbox"/> SPARE TIRE	<input type="checkbox"/> REAR	<input type="checkbox"/> TOP	<input type="checkbox"/> TOP
<input type="checkbox"/> JACK	<input type="checkbox"/> TOP	<input type="checkbox"/> UNDERCARRIAGE	<input type="checkbox"/> UNDERCARRIAGE
<input type="checkbox"/> CHAINS	<input type="checkbox"/> UNDERCARRIAGE	<input type="checkbox"/> OTHER	<input type="checkbox"/> OTHER
<input type="checkbox"/> OTHER	<input type="checkbox"/> OTHER		

Customer Satisfaction:

Washington State Patrol
Service With Humility

Commercial Vehicle Enforcement- RTTO, Scrap, Hulk & Wecker Complaint Form

This form has been provided to file a complaint against a Registered Tow Truck Operator (RTTO), Scrap Processor, Hulk Hauler and/or Wecker.

Please include any required information from the form below in the body of your e-mail. Fields marked with an * are required.

RTTO, Scrap, Hulk And Wecker Complaint Form
Complaint Against

*Choose which one the complaint is about:

Registered Tow Truck Operator (RTTO)
 Scrap Processor
 Hulk Hauler
 Wecker

Complaint Summary

Upon submission, a copy of this information will be sent to the email address you provided.

Company Information

*Business Name: _____
 Address: _____
 City: _____ State: _____ Zip: _____
 Phone: _____ E-Mail: _____

Your Information

* First Name: _____ * Last Name: _____
 Company or Firm: _____
 Address: _____
 City: _____ State: _____ Zip: _____
 Phone: _____ E-Mail: _____

Upon submission, a copy of this information will be sent to the email address you provided.

Employee Engagement:

