

# Strategic Lean Project Report



## Construction Stormwater General Permit ePacket

**Agency:** Department of Ecology

### Project Impact

The Department of Ecology improved the Water Quality Construction Stormwater Permit coverage notification process, resulting in the “packet” size going from close to 65 documents to one email and one document. This gives permit customers an instant, mobile-friendly alternative and saves us about \$4,798 per year.

### Project Summary

When Ecology issues a Water Quality Construction Stormwater General Permit, we send a packet of information to the permittee. Some permittees/customers have multiple projects, so one customer could receive multiple coverage packets (each coverage packet contained 65 documents total). For Ecology, the huge packets cost time and money to prepare. We heard from our customers about the following issues:

- They didn’t want multiple hard copies.
- They wanted the information to be available electronically so they could read/access it in a mobile environment and search by keywords.

For Ecology, the huge packets cost time and money to prepare and were not environmentally friendly.

- The amount of time for permittees to receive their coverage packet was four days per packet, compared to our target of one minute, which we wanted to reach by December 31, 2017.
- The amount of paper used for the coverage packets was more than 16 reams per month, compared to our target of one ream or less, which we wanted to reach by December 31, 2017.
- The cost of mailing the coverage packet was \$5.00 per packet, compared to our target of \$0.60, which we wanted to reach by December 31, 2017.

We improved the Water Quality Construction Stormwater Permit coverage notification process by:

- Reducing the time permittees had to wait for the coverage packet information.
- Eliminating unneeded hard-copy information in the packet.
- Reducing costs for the mailing and packet materials.
- Providing links to pertinent information that is mobile friendly.
- Ensuring electronic information is searchable by keyword.

### Project Results



**Time**

Decreased time for permittees to receive their coverage packet **from** four days per packet **to** one minute.



*From August 2017 until June 2018, we saved permittees 2,000 days of wait time.*



**Cost**

Decreased cost to mail coverage packets **from** \$5.00 per packet **to** \$0.57.



*From August 2017 until June 2018, we saved \$3,642 in mailing cost.*



**Cost**

Decreased cost for paper packets **from** \$73.24 per month **to** \$4.50 per month.



*From August 2017 until June 2018, we saved \$756 in paper cost.*

### Project Details

**Date improvement project was initiated:** 6/22/2017

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